Programs Branch User Report

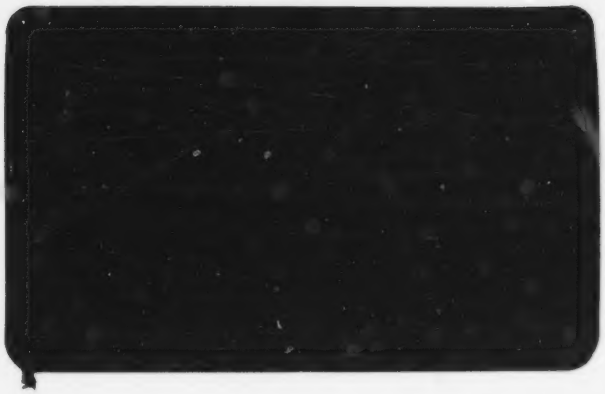
CRIME VICTIMS' NEEDS IN CALGARY

NO. 1984-9

Ministry of the Solicitor General of Canada

Secretariat

87-04208/



Judith Muir
Victim Assistance Unit
Calgary Police Service
Calgary, Alberta

CRIME VICTIMS' NEEDS IN CALGARY

NO. 1984-9

This working paper was prepared under contract for the Research Division and is made available as submitted to the Ministry. The views expressed are those of the author and are not necessarily those of the Ministry of the Solicitor General of Canada. This working paper may not be published, cited or reproduced without permission of the Ministry.

This working paper is available in French. Ce document de travail est disponible en français.

TABLE OF CONTENTS

	Page
EXECUTIVE SUMMARY	
INTRODUCTION	
Purpose and Objective of Report	1
History of Victim Services in Calgary	2
Current Developments in Victim Services	4
Organization of the Report	6
CHAPTER TWO - CRIME VICTIMS' NEEDS	
Research Design	8
- Instruments	9
- Sampling	10
Findings	14
- Impacts and Immediate Needs	14
- Follow-Up Needs	25
- Recovering Property	32
- Court-Related Needs	35
CHAPTER THREE - CRIME VICTIM SERVICES	
Social Service Inventory	40
Survey of Key Informants	44
Crisis Services	46
Court Services/Witness Management	53
Compensation and Legal Services	55
Follow-Up Services	62
Information and Crime Prevention Services	66

Page

CHAPTER FOUR - SUMMARY AND CONCLUSIONS

Emergency Services 69

Follow-Up Services 72

Court-Related Needs 73

APPENDIX 1 - Crime Victim Questionnaire

APPENDIX 2 - Social Agency Questionnaire

APPENDIX 3 - Program Descriptions

APPENDIX 4 - Informant Data Sheet

LIST OF TABLES

Table 2.0	Composition of original and final sub-samples by crime category	11
Table 2.1	Immediate and long-term impact by offence type	15
Table 2.2	Number of immediate and follow-up needs reported	18
Table 2.3	Immediate needs reported by offence type	19
Table 2.4	Immediate needs by response type (volunteered and after prompting)	20
Table 2.5	Agency assisting victims by specific types of needs	22
Table 2.6	Victim satisfaction with resolution of service need	24
Table 2.7	Follow-up service needs by offence type	28
Table 2.8	Follow-up needs by response type	29
Table 2.9	Respondent demands for notification	32
Table 2.10	Respondents reporting difficulty with property return	34
Table 2.11	Respondents reporting court-related difficulties	38

EXECUTIVE SUMMARY

INTRODUCTION

The proposed expansion and development of the Calgary Police Victim Assistance Unit necessitated that information be collected on the impact of criminal victimization and the needs of victims following the crime. This information would be analysed prior to program installation, enabling decision makers to determine the role the program should adopt, the areas it should be focused on, and the activities it should undertake. Decisions would thus be based not on unfounded assumptions, but on a body of data which accurately reflected client needs.

The following is a brief summary of the findings of the crime victims needs assessment study.

RESEARCH DESIGN

During October, November and December, 1981, data were collected from several sources:

- crime victims[1]

1. Crime victims were randomly sampled from serious crime classifications. From an original sample of 196 cases, 119 were successfully interviewed over the phone. This final sample is divided into four sub-samples:
   - recent victims (25)
   - past victims (24)
   - witnesses (30)
   - victims who had their property recovered by CPS (40)

- key informants and professionals in the criminal justice field, (including police officers, crown prosecutors, social workers, court workers and administrators)
- a complete sample of agencies that provide services to crime victims in Calgary.

These data bases made it possible to identify victims' perceptions of their needs and to match these needs with the availability or non-availability of services, thereby pin-pointing gaps and overlaps. Additionally, the selected sample of key informants provided a perception of victim needs from the service deliverers' eyes, as well as important insights into the ease or difficulty of providing such services.

VICTIM SURVEY FINDINGS

- Victims of attacks against the person reported higher degrees of upset (78% extremely or very upset) immediately after the incident than did victims of property offenses. Additionally, they indicated slower, or less than complete recovery from the incident several months later (39% were still bothered by the incident).

- 85% of respondents considered CPS personnel to be "very or fairly sensitive to their needs" at the time of victimization.

- 44% of respondents could not recall experiencing any needs after victimization, or that help for their particular need was not readily available.
  NOTE: "Need" is defined as any kind of help the victim "could have used at the time, that was not immediately available".

- Victim awareness of the availability of compensation for physical injury expenses, and of court-ordered restitution is low. Utilization of these options is rare.

The following summary of needs as reported by victims and other informants is organized around types of services.

1. Emergency Services

The percentage of victims of attacks against the person reporting specific needs immediately after victimization is much greater than that of property crime victims. The most commonly stated needs of these victims were:

1. the need for someone to talk to (68% reporting)
2. greater police attention to their case (48% reporting)
3. advice on available help (45% reporting)

Police officers tended to confirm these victim-reported needs. Officers mentioned that their work load often forced them to attend to other incidents when they would have liked to stay and assist a victim. They often noted a feeling of dissatisfaction at not knowing what happened with particular victims.

Victims said they understood that their case may not warrant special attention and that officers had to get on to other duties, but this did not alter their desire to have someone pay more attention to themselves and their cases.

This type of assistance is provided through some agencies (Police Crisis Unit, Sexual Assault Centre) but usually only in cases of severe distress. Those in moderate distress or simply upset are not routinely offered these services.

The need for emergency repair to property, emergency financial assistance and emergency transportation showed a low degree of reporting, due either to low incidence and/or that help was immediately available which satisfactorily resolved the need.

2. Follow-up Services

Overall, needs for various follow-up services were more frequently mentioned by victims than were emergency services.

The most commonly reported follow-up need was information on the progress of case investigation (46% reporting).

The data indicates considerable demand (not necessarily need) by victims for extensive notification concerning case investigation and prosecution progress.

Of all respondents, 45% reported that they needed to call the CPS after initial report to police. Reasons cited were to provide additional information to the police, to find out if someone had been arrested in their case and to ask questions about property return.

Where property was recovered by the CPS, the most frequently mentioned concern for claimants was the length of time that elapsed between the recovery of property by the CPS and its return to them.

At least two months after the incident, 56% of victims (attacks against persons) reported continued need for personal counselling or "someone to talk to".

3. Court-Related Services

Victims reported the need for, but were not routinely offered preparation and assistance concerning their court appearances. When court preparation was provided, it most often came verbally from police officers.

Of those who were subpoenaed, 58% reported that their unfamiliarity with court procedures and routines resulted in considerable or some difficulty in knowing what to do when they got to court.

49% reported that not knowing what to expect about testifying resulted in considerable or some difficulty.

58% reported apprehension about being around the accused, or feared retaliation from the accused.

39% volunteered that some sort of court preparation should be provided to witnesses. (Concern was expressed by professionals that court preparation not be construed as tampering with witnesses.)

Other than by subpoena, victims are not routinely notified of court dates or disposition, for cases in which they are involved.

When information other than that on a subpoena was provided to victim/witnesses who were to appear in court, it was most commonly provided by police officers, not court officials or crown prosecutors.

EXISTING SERVICES AVAILABLE TO CRIME VICTIMS

All CPS programs and social service programs were surveyed, and a list of crime victim services compiled. Services were classified according to type.

While few social agencies provide services targeted at crime victims, victims are eligible to use services offered. Victims' level of awareness of these programs appears low, necessitating referral from the CPS.

Crisis services (e.g., counselling, housing) are available to victims of attacks against the person both within the CPS and by outside agencies. They are mainly for women in severe distress. Low availability of accommodation results in crisis housing being offered only to critical cases. Financial assistance is available to all, but need must be demonstrated.

Information services (the most commonly stated follow-up need mentioned) are available through the Calgary Police Victim Assistance Unit (VAU) and through individual police officers. Problems arise when requests are made for other than elementary information such as case number, or name of insurance company. The VAU will often experience difficulty answering requests due to unavailability of information in PIMS. In these cases, victims are directed to police officers but are often unable to make contact wih them after repeated tries, due to changing officers' shifts.

Several organizations offer senior citizens services that might be useful after victimization (e.g., volunteer counselling and visiting, security checks). Referral is necessary in these cases.

While most informants and professionals in the criminal justice field reported philosophical agreement with the principle of court-ordered restitution and financial compensation, several concerns and doubts about the logistics of implementation were addressed. Victims must request such restitution, but it is rarely suggested to them to apply.

Mediation programs between offender and victim (before entry into the judicial system) are unavailable in Calgary. This concept met with a less than favourable response from professionals.

There was a low level of awareness of the Alberta Crimes Compensation Board, and the Chairman of the ACCB considered that fund to be under-utilized in the Calgary area when compared to Edmonton.

PROGRAM RESPONSE

Personnel of the Victim Assistance Unit are currently planning and developing specific programs to address these concerns. Several roles are possible: direct service delivery, development of a referral service to existing programs, and/or advocacy of victim rights and services within the criminal justice system.

Four areas have tentatively been targeted for program action. They are:

- personal contact by volunteers with all victims of attacks against persons;
- personal contact by volunteers with all elderly victims (all crime classifications);
- a program to assist victims, the property unit, and police officers in the speedy release of recovered property, by a notification and follow-up procedure; and
- identification of and assistance to all victims eligible for Crimes Compensation.

INTRODUCTION

PURPOSE AND OBJECTIVE OF REPORT

The purpose of this study was to focus attention on the needs of crime victims and services presently available to them in Calgary. The opinion is frequently expressed that the victim of crime is the "forgotten" party in the criminal justice system. But beyond this general comment, there are, even within police departments, only vague ideas or questions as to what specific services are needed. This research, then, begins with the assumption that there are ill-defined needs for victim services in Calgary and attempts to identify those needs.

A second objective is to organize the findings so that they can be used to plan and develop crime victim services programs within the Calgary Police Service (CPS). Assessing needs prior to the implementation of a program provides useful information that can be used to determine the role the program should adopt, the areas it should focus on, the activities it should undertake, and the method of implementing activities. In effect, decisions are based, not on unfounded assumptions, but on a body of data from which decisions about program activities can be formulated. The data also provide baseline measures that can be used not only to estimate program effectiveness after a given period of time (e.g., after the funding period), but also within that period to monitor

activities, effectiveness, unintended consequences and interim goal satisfaction. This type of information can be used to change, expand or refocus goals and activities when problems become apparent.

HISTORY OF VICTIM SERVICES IN CALGARY

The Victim Assistance Unit of the Calgary Police Service began operation in December 1977. Its activities were mainly clerical, and contact between Unit staff and crime victims was by mail or telephone. The Unit provided property crime victims with verification of incident for insurance purposes, and with a telephone number to call should victims wish to provide the police with more information pertinent to their case (e.g. a serial number for a stolen article). Additionally, the Unit provided victims with information regarding their case. If persons wished to know what the police had undertaken in their case, the clerical staff were able to provide the information. Insurance companies also used the service to acquire pertinent information needed for insurance claims.

A report dated September 1980, discussed the types of information most frequently requested.[1] The following are three of the areas where information is most frequently requested:

---

1. Victim Services within the Calgary Police, Calgary Police Service, Planning Section, Sept. 1980, p. 6.

- Crime
- Traffic
- General Information

The most frequent information requested in relation to criminal occurrences are:

- The case number
- Investigating officers and their work area
- Charges laid or pending
- Case status

The 1980 report also made several recommendations concerning changes and future development of this Unit. Apart from improvements to streamline the Unit's operations, a proposal for three program developments was made. They were:

1. Interviewing victims of violent crimes:
   All victims of crimes where injury is sustained, victims of injury from motor vehicle accidents and the next-of-kin of persons killed as a result of crimes or accidents should be interviewed. Such interviews would allow the victim or next-of-kin to be fully informed as to the police action in their case and the interviewer would inform them of steps they should take and services available to them.

2. Establishment of volunteer professional people:
   This group would be comprised of professional and trades people, e.g. lawyers, clergy, plumbers, locksmiths, etc., who would provide some time, at no-cost, to assist victims of crimes both with advice and with their professional services.

3. Programs for Senior Citizens:
   The initial contact for senior citizens who have been victimized should be through the Victim Services Unit. Individual assistance may be given by this Unit or cases referred to Crime Prevention Officers for their action.

At the time this study was conducted, these recommendations had not been implemented, and clerical duties were still the routine activity.

CURRENT DEVELOPMENTS IN VICTIM SERVICES

There is concern on the part of the public, police departments and social services personnel that both the rights of and services to crime victims should receive more attention. Evidence of this is the development of victimology, the numerous programs in the U.S. aimed at providing services to victims, the attention to crime victims in the media, and increased funds made available by governments to study the needs of victims and develop new services.

In the area of program development, the U.S.A. has led the way. By 1978, 256 programs had been identified as delivering services to crime victims and/or witnesses. Many of these programs were funded through LEAA (Law Enforcement Assistance Administration). They were administered out of District Attorneys' offices, police departments, municipal offices or run independent of government or police agencies.

Organizations such as NOVA (the National Organization for Victim Assistance), founded in 1975 in the U.S.A., are another indication of this concern. This organization has three broad purposes: victim advocacy; victim and witness assistance programs; and services to NOVA members (information and education).

On the Canadian scene, the Canadian Council on Social Development received funds from the federal Ministry of the Solicitor General, to prepare a report on victims rights and services in Canada. This report, Services to Victims and Witnesses of Crime in Canada, (1981) identifies trends in victim/witness services, pinpoints issues for future consideration and proposes specific rights for crime victims.

While several police departments have implemented services that address some of the issues raised in this report, it is clear that more must be done if the translation of victims' rights to

tangible services is to be achieved beyond what is currently available. Police departments, due to their position of priority, both in time and contact, and their access to the crime victim, provide an appropriate setting for the development of victim services.

In response to these concerns, the Calgary Police (CPS) Community Services Section decided to expand the existing Victim Services Unit and to develop new programs to address victim needs. Through the combined efforts of this department and the Department of the Solicitor General of Canada, it was agreed that the CPS would develop a program which would address the needs of crime victims and improve the functioning of the criminal justice system. It was decided that a Victim Needs Assessment would be undertaken to identify areas of needs, gaps in services and services presently available. The assessment would be used to decide program role (for example, direct service to victims vs. victim rights advocacy), the areas where services could be improved or implemented, program policies and goals, etc.

ORGANIZATION OF THE REPORT

Following are the research methodology and findings designed to answer some questions about the needs of crime victims and some recommendations concerning the development of victim services in Calgary.

Chapter 2 describes the research design used for the collection and analysis of the data and includes a discussion of the findings from the victims' and witnesses' surveys.

Chapter 3 identifies the services presently available to crime victims in Calgary. Also reported are the opinions of professionals and other informants from the justice or social service fields in victim/witness programs.

Finally, Chapter 4 integrates the data drawn from all these sources into some conclusions about the needs of crime victims in Calgary.

CHAPTER TWO

CRIME VICTIM NEEDS

RESEARCH DESIGN

In order to meet the objectives of the study, data were collected form several sources: the victims themselves, key informants in the criminal justice field, and officials of social agencies which provide services to crime victims in Calgary.

Using these data bases, it will be possible to identify victims' perceptions of their needs and to compare these needs with the availability or non-availability of existing services, thereby pin-pointing gaps and overlaps. Additionally, a selected sample of interested parties or key informants provides a perception of victims' needs through the service deliverers' eyes, some insights into the potential difficulties and structural impediments to providing such services.

These data bases make it possible to identify needed services, but do not provide conclusive evidence on the level of need in these areas. This acknowledged limitation follows from restrictions in the resources available to conduct extensive victim surveys.

However, it was determined that within the victim sample, the sampling of fewer cases but from selected sampling frames would produce a gain in the generation of richer data (i.e., the under sampling of petty-crime victims and over sampling of victims of more serious offenses, victims in whose cases person(s) were charged and brought to court, and victims whose property was recovered by the Calgary Police Service).

INSTRUMENTS

A questionnaire using both closed and open-ended questions was developed and administered to a sample of crime victims during November 1981. A previous pre-test of the original instrument with 25 victims randomly selected had permitted to reduce its length considerably.

The final instrument, included as Appendix 1, is composed of a core questionnaire and three supplements. The core questionnaire was administered to all respondents. Its questions dealt mainly with the impacts of the incident on the victim, the resulting immediate and long term service needs, and the victim's contact with police personnel. The supplementary sections were administered only where applicable to the appropriate sub-sample. Section A was designed for victims of assaults, and focussed on their financial needs as a result of this crime. Section B was concerned with victims of break and enter who had their property recovered by the Calgary Police Service. These supplementary

questions attempted to obtain more data on these victims' experiences in claiming their property back. Finally, Supplement C was administered only to those victims who had been subpoenaed, and dealt with their experiences in court. Interviews required an average of 20 minutes to complete.

SAMPLING

Four sub-samples were drawn from various sources to form a total original sample of 196 victims (see table 2.0). The first two sub-samples were obtained from cases stored in the Calgary Police Service computer files called PIMS (Police Information Management System) which contains pertinent information on all incidents reported to the Police. These two sub-samples were composed of recent (less than 3 weeks) and past (4-5 months) victims. A third sub-sample was drawn from records kept in the Property Room and provided names of victims whose property had been recovered. Finally, the fourth sub-sample was obtained from Crown Prosecutors' files and yielded names of subpoenaed victims.

Two general crime classifications were selected: crimes against the property (residential break and enters) and crimes against persons. Equal numbers were sampled from each classification. In the offenses against persons classification, all categories were sampled with the exception of attacks against police officers, missing persons and common assaults. With regard to the categories of crimes against property, sampling was proportional to the percentage of occurrences as stated in the Calgary Police 1980 annual statistics.

It was also deemed important to collect information from the small percentage of crime victims who had their cases brought to court, as well as those who had contact with the police department regarding the recovery of their property. Because a much larger total sample would have been needed to capture these respondents in any useful quantity, two sub-samples were pre-selected. The rationale for this decision was that, given a small sample size, the sample should focus on victims whose experiences would provide appropriate data.

TABLE 2.0

Composition of original and final sub-samples by crime category.

	Recent		Past		Property		Court		Total	
	N	n	N	n	N	n	N	n	N	n
Homicide	1	1	-	-	1	-	1	1	3	2
Sex offenses	8	3	8	5	-	-	7	5	23	13
Assaults	16	3	14	3	-	-	18	7	48	13
Robbery	-	1	-	-	3	-	2	1	5	2
House breaking	25	17	23	16	22	18	8	15	78	66
Theft and damage	-	-	-	-	27	22	12	1	39	23
Total	50	25	45	24	53	40	48	30	196	119

N = Original sample
n = Final samples (completed interviews)

The following sub-samples were therefore obtained:

1. A disproportionate random sample of crime victims who reported an incident to the Calgary Police Department during the two-week period between October 26, 1981 and November 7, 1981. This sub-sample included victims of house break and enter, homicides (attempted or families of homicide victims), sexual offenses, assaults (with the exception of assaults against peace or police officers and common assaults) and robberies.

   Police statistics in Calgary show house B & E's to represent 66% of the crimes against property. However, this crime type was systematically under sampled to represent 50% of the sub-sample. The other 50% is made of the other categories. It was expected that interviewing these victims shortly after victimization (two weeks to a month) would provide a rich data base on their immediate and crisis needs. The response rate however was only 50% (n = 25).

2. A disproportionate random sample of crime victims who reported an incident to the Calgary Police in July 1981. Sampling procedures were identical to #1 above.

   It was expected that this time-frame would permit the researcher to identify long-term needs. On the other hand, the incident would still be recent enough to avoid memory decay as well as movance and mortality problems. The response rate was only 53% (n = 24).

3. A sample of victims who were subpoenaed to appear in court regarding the prosecution of the accused in their case was drawn from completed or "dead" Crown Prosecutor files. The sample was drawn equally from Provincial and Queen's Bench Court and included all cases completed or withdrawn between September and October 1981. This sample also included victims of crimes against persons or property, excluding commercial crime, vice, and fraud. These crimes had occurred between March 1980 and September 1981. This "court sample" was specifically included to draw information about witness and court-related needs. The completion rate was 62.5% (n = 30).

4. A sample of crime victims who had their property recovered by the Calgary Police Service was drawn from the property room records. This sample included victims who had claimed their property, victims whose property was released from the property room and used as court exhibits, and victims who were notified by the Calgary Police Service that their property was ready for release, but who had not yet claimed it. Excluded from this sample were cases of commercial theft, cases involving weapons, liquor or drugs, found property or property kept for safekeeping.[1] Of the 53 cases identified, 40 were successfully contacted.

---

1 The inclusion of this sub-sample increased the overall percentage of property offense victims to 74% of the total sample which is somewhat higher than the 66% actual occurrence rate.

To summarize, victims were sampled along categories of crime that were likely to include victims in need of services. Each sub-sample provided information about specific areas of concern. It was pre-supposed that many victims, particularly in certain crime categories (petty offenses) would not generally exhibit needs for services and these groups were not included. Crimes against property (residential break & enters) were systematically under sampled, and within the crimes against persons classification, sampling was proportional to their occurrence in the 1980 statistics.

The final sample included 196 cases of which 119 were successfully contacted by telephone and administered the questionnaire (see table 2.0). This represents a 61% response rate. Failure to contact the respondent after at least three attempts accounted for all non-responses but two cases where respondents refused to be interviewed.

FINDINGS

IMPACTS AND IMMEDIATE NEEDS

In order to gain as much information as possible on needs related to criminal victimization, respondents were first asked to briefly describe the incident to the interviewer, both as a verification and to aid in the recall of specifics about the incident, and then questioned about the impacts of the crime, needs arising from it, contacts with the CPS at the time of and following the crime, and their views on the types of information police should be providing to victims. When appropriate, respondents were also

asked questions about the extent of monetary loss due to the incident, whether property was returned without difficulty, whether court appearances presented any difficulties, whether the victim/witness was paid for appearing in court and whether they had any suggestions regarding improved court services.

Early in the interview, respondents were asked to estimate the degree of upset caused by the incident. Excluding the "recent victim" subsample, respondents were also asked the extent of their recovery during the months following the incident. While not conclusive, this question does provide some indications on the emotional impact of the crime. Table 2.1 summarizes the responses to this question.

TABLE 2.1

Immediate and long-term impact by offense type.

	TOTAL		PROPERTY		PERSONS	
	Imm.	Long	Imm.	Long	Imm.	Long
Extremely or very upset	70%	22%	66%	15%	83%	43%
Upset	25	29	29	31	14	24
Not upset	4	48	5	54	3	33

As can be expected, respondents reported that their victimization caused marked degrees of emotional upset. For all types of crimes, 70% reported that they were extremely or very upset at the time of the incident. Forty-eight percent said that, at least two months later, they were no longer bothered by the incident. This would indicate full recovery for a large percentage of victims, but also leaves over half of respondents still suffering some degree of upset. Marked variation in immediate impact and recovery appear when these figures are analysed by offense type. As expected, the degree of upset is more severe in cases of attacks against persons than in cases of crimes against property (83% vs 66%) and recovery from the incident is either slower (possibly because the minimum of 2 months lapse is not adequate), or full recovery does not occur in some cases, (possibly because victims sustain a degree of upset over long periods of time). Forty-three percent of the respondents in the crimes against persons category indicated they were still extremely or very upset, and only one-third indicated that they were not bothered by the incident any longer, in comparison to over one-half (54%) of "property" victims who were no longer bothered.

To summarize, victims of crimes against the person reported a higher degree of upset and also a lesser or slower degree of recovery from the incident than did victims of property-related offenses. This initial finding alerts us to pay attention to offense type when analysing victim needs.

Two other questions dealing with immediate and long-term needs were included in the survey and asked to all respondents. In the first question, respondents were asked to volunteer any needs they had immediately following the victimization that were not satisfied. The interviewers then suggested a list of possible services to which the respondents were asked to indicate whether or not they they could have used or needed each service. Hence, responses to this question may be classified as either volunteered or prompted or combined in totals. Needs are further distinguished into immediate (or crisis) and follow-up. Immediate needs are those immediately following the incident, and include emergency repairs to property, emergency financial assistance and crisis counselling. Follow-up needs may include case information, financial compensation information, and crime prevention information, among others.

An overview of the numbers of respondents in the sample reporting immediate and follow-up needs is provided in table 2.2. The following discussion first deals with immediate needs. A further section will deal with follow-up needs.

In total, two out of every five respondents (41%) could think of no immediate needs resulting from the incident that were not readily taken care of. Three in five (59%) reported at least one need for which help was not immediately available and close to a third (26%) mentioned "three or more" needs.

TABLE 2.2

Number of immediate and follow-up needs reported.*

Number of Needs Reported	Immediate Needs			Follow-Up Needs**		
	%	(F)		%	(F)	
No needs	41	49	119	33	31	94
At least 1 need	59	70		67	63	
At least 2 needs	40	48		37	35	
3 or more needs	22	26		14	13	

* number of respondents = 119

** "Recent" victim subsample (N-25) were not questioned on follow-up needs. Percentages are based on 94 valid cases.

Table 2.3 breaks down the various types of needs reported by victims by crime types. Generally speaking, victims of crimes against the person identify more needs, to a higher degree, than victims of property-related offenses. This is particularly true for "someone to talk to", "greater police attention", and "advice on available help" where 68%, 48% and 45% respectively of victims of crimes against the person reported such needs as compared to 12%, 17% and 9% respectively for the property offenses sub-sample.

In total, these needs also are reported the most frequently by all crime victims, followed by "assistance in necessary procedures" and "crime prevention information". At the other end of the scale, "emergency repairs", "emergency transportation", and "immediate financial assistance" are the least reported needs.

TABLE 2.3

Immediate needs reported by offense type.

	Offense Type			
	Property Offenses	Persons Offenses	Total Needs	
	%	%	%	(F)
Emergency repairs	10	3	8	(10)
Emergency transportation	-	6	2	(2)
Immed. Financial Assist.	2	6	3	(4)
Assist in necessary procedure*	16	23	19	(23)
Companionship for security**	10	29	15	(18)
Someone to talk to	12	68	27	(32)
Advice on available help***	9	45	19	(22)
Greater police attention	17	48	30	(36)
Case Information****	13	26	16	(19)
Crime Prevention Information	18	23	19	(23)
Other	10	23	13	(15)

* Assistance in necessary procedures included information on how to recover property, information needed by insurance companies, credit card companies, information on any form of victim redress, etc.

** Companionship for security referred to the need to have someone stay with the victim to provide immediate security.

*** Advice on available help referred to the need for information about existing social services that would be useful for crime victims.

**** Case information referred to victim's desire to know what police were doing about case immediately following the incident.

Number of respondents = 119

Valid cases = 70

Columns may sum to more than 100% as multiple responses were allowed.

TABLE 2.4

Immediate needs, by response type (volunteered and after prompting)

	Volunteered		After Prompting		Total	
	%	(F)	%	(F)	%	(F)
Emergency repairs	1	(1)	8	(9)	8	(10)
Emergency transportation	-	-	2	(2)	2	(2)
Immed. financial assistance	-	-	3	(4)	3	(4)
Assist. on necess. procedures	3	(3)	17	(20)	19	(23)
Companionship for security	-	-	15	(18)	15	(18)
Someone to talk to	4	(5)	23	(27)	27	(32)
Advice on available help	4	(5)	14	(17)	19	(22)
Greater police attention	9	(11)	21	(25)	30	(36)
Case information	-	-	16	(19)	16	(19)
Crime prevention information	8	(9)	5	(6)	13	(15)
Number of respondents = 119						
Valid cases - 70						

Question 10 of the core questionnaire (see Appendix 1) was built so as to allow the victims first to mention any needs they may have had, and second to respond to specific mentions by the interviewer. As table 2.4 shows, needs mentioned by the interviewer consistently elicited higher response rates than volunteered responses. On the other hand, a similar response pattern can be found in both prompted and volunteered categories, where the same needs generally are rated higher. While this distinction between prompted and volunteered needs should require deeper investigation, we can only hypothesize at this time either that victims, not being used to thinking in terms of needs, were unable to translate their own experiences in these terms, or that this finding reveals one serious limitation of the instrument. Let it be mentioned here for the interested reader that another study (Brown and Yantzi, 1981) obtained similar results.

Victims were also asked where they turned to to obtain help with their needs. Tables 2.5 and 2.6, provide detailed tabulations. Table 2.5 indicates that respondents were more likely to turn to the police (33%) to obtain help with their immediate needs. The following most common source of assistance was family and friends (27%). Another 32% however reported receiving no help at all. Such needs as "greater police attention", "case information", and "crime prevention information", clearly falling within police field, it is logical that victims turn to the police to obtain the necessary assistance as they did (57%, 62% and 24% respectively). Crime prevention information stands out as an interesting exception as 29% of the victims turned to their friends and family for help. Even more noticeable is the "no help" response where for these three types of needs, we find that 28%, 19% and 48% respectively have not obtained the help needed. Another type of need "advice on available help", which lies at the border of police responsibilities, also shows that while 23% and 32% turned respectively to the police and their relatives/friends to obtain help, a full 45% did obtain no help.

TABLE 2.5

Agency (or party) assisting victims by specific types of needs.[1]

	Police		Friends & Relatives		Other		No Help		Total[2]
	%	(F)	%	(F)	%	(F)	%	(F)	(F)
IMMEDIATE NEEDS									
Emergency repairs	40	(4)	30	(3)	10	(1)	20	(2)	(10)
Emergency transportation	-		100	(2)	-		-		(2)
Immed. financial assistance	-		50	(2)	-		50	(2)	(4)
Assistance with procedures	29	(16)	24	(5)	14	(3)	33	(7)	(21)
Companionship for security	21	(4)	37	(7)	-		42	(8)	(19)
Someone to talk to	16	(5)	59	(19)	13	(4)	12	(4)	(32)
Advice on available help	23	(5)	32	(7)	-		45	(10)	(22)
Greater police attention	57	(20)	6	(2)	9	(3)	28	(10)	(35)
Case information	62	(13)	5	(1)	14	(3)	19	(4)	(21)
Crime prevention information	24	(5)	29	(6)			48	(10)	(21)
Other	36	(5)			7	(1)	57	(8)	(14)
SUB TOTAL	33	(67)	27	(54)	7	(15)	32	(65)	(201)
FOLLOW-UP NEEDS									
Progress of investigation	50	(21)	10	(4)	12	(5)	29	(12)	(42)
Case information	55	(11)	5	(1)	30	(6)	10	(2)	(20)
Compensation information	4	(1)	39	(9)	13	(3)	43	(10)	(23)
Crime prevention	23	(7)	29	(9)	13	(4)	35	(11)	(31)
Someone to talk to	31	(4)	38	(5)	15	(2)	15	(2)	(13)
Police vigilance	33	(5)	13	(2)	-		53	(8)	(15)
Other	13	(2)	13	(2)	13	(2)	60	(9)	(15)
SUB TOTAL	2	(51)	20	(32)	14	(22)	34	(54)	(159)

1. Percentages are obtained from dividing each individual F of the row by the total F for that row.

2. The total F's may not correspond to the F's of table 2.3 due to compilation and/or processing errors.

When related to victims' satisfaction with the services provided, these findings are somewhat puzzling. Table 2.6 shows that of those who needed services, whether they obtained them or not, satisfaction is generally high. For example, while only 11 of the 21 victims reporting a need for "crime prevention information" obtained this information, 17 of the 21 are satisfied with the situation. This kind of contradiction can be found systematically throughout table 2.6. Again here, we only can hypothesize either that victims have no expectation that their needs will be met by any one party or agency, or that the prompting "created" a need which was not originally translated by the victim in these terms. Unfortunately, the small numbers of cases in each sub-category impede any refined statistical analysis.

It still remains that overall 73% of the victims were satisfied as opposed to 27% dissatisfied. However, some areas were more problematic than others. For example, those who needed "financial assistance", "information on available help" or "assistance with procedures" were more likely to express dissatisfaction (60%, 33%, and 36% respectively). Conversely, those needing "crime prevention information" and "someone to talk to" were highly satisfied (89% and 84%).

TABLE 2.6

Victim satisfaction with resolution of service need.[1]

	Satisfied		Not Satisfied		Total[2]
	%	(F)	%	(F)	(F)
IMMEDIATE NEEDS					
Emergency repairs	91	(10)	9	(1)	(11)
Emergency transportation	100	(3)	-	(-)	(3)
Immed. financial assistance	40	(2)	60	(3)	(5)
Assistance with procedures	64	(14)	37	(8)	(22)
Companionship for security	75	(15)	25	(5)	(20)
Someone to talk to	84	(26)	16	(5)	(31)
Advice on available help	67	(14)	33	(7)	(21)
Greater police attention	71	(24)	29	(10)	(34)
Case information	72	(13)	28	(5)	(18)
Crime prevention information	89	(17)	11	(2)	(19)
Other	47	(7)	53	(8)	(15)
SUB TOTAL	73	(145)	27	(54)	(199)
FOLLOW-UP NEEDS					
Progress of investigation	62	(26)	38	(16)	(42)
Case information	56	(10)	44	(8)	(18)
Compensation information	38	(9)	62	(15)	(24)
Crime prevention	62	(18)	38	(11)	(29)
Someone to talk to	85	(11)	15	(2)	(13)
Police vigilance	64	(9)	36	(5)	(14)
Other	74	(4)	73	(11)	(15)
SUB TOTAL	56	(87)	44	(68)	(155)
TOTAL	66	(232)	34	(122)	(354)

1. Percentages are obtained by dividing each F in each row by the total F for that row.

2. Total F's may not correspond to the F's of table 2.3 due to compilation or processing errors.

To summarize the data on immediate needs, 41% of the sample (n=119) indicated no needs not immediately satisfied or adequately taken care of. Of the remaining 59%, the most frequently mentioned needs were for "someone to talk to" as a calming influence and for support and re-assurance, and for "greater police concern" especially in terms of their attitudes towards the victim. Victims of crimes against the person mentioned more needs and to a higher degree generally than victims of crimes against the property. All victims also identified more needs after prompting than voluntarily. Finally, all victims generally turned to the police for help, especially in those areas which are perceived to fall within the police field. When these areas are excluded however, victims generally tend to first turn to their family and friends. Overall, whatever the source of help, victims are highly satisfied with the resolution of their needs.

FOLLOW-UP SERVICE NEEDS

Respondents, other than those in the "recent victim" sample, were asked a series of questions that probed follow-up or longer term needs. This reduced the respondent number for this analysis from 119 to 94. In essence, the format of the questions was the same as that for immediate or crisis needs. Respondents were asked to recall any kinds of help they might have used that wasn't readily available. They were asked to recall the weeks and months following the incident and to mention "any type of help" they could have used during that period. Respondents were first asked

to volunteer answers and then to indicate whether they needed any services in a list read by the interviewer. All respondents were also asked where they went for help to resolve the need and the extent of their satisfaction with the way the problem was dealt with.

Table 2.2 which compiles the numbers of needs reported, shows that the number of long-term needs reported is greater than immediate needs. Overall, 33% (N=31) reported no follow-up needs that were not taken care of, and 67% (n=63) reported at least one, in comparison to 41% and 59% for immediate needs.

The types of needs mentioned emphasized information services (for example, information on investigation progress (46%) and about particulars of the case (21%), information about compensation (20%) and crime prevention information (28%)), counselling services (someone to talk to 15%)), and other police services (increased police patrol or vigilance (20%)) (see table 2.7). Overall, information services were required most frequently by respondents, indicating that the emotional support and personal services that were immediately needed are later superseded by the more practical considerations and activities that follow victimization. The only exception to this was the continued high percentage of victims of crimes against the person who reported the need for counselling services or for "someone to talk to" because the incident still bothered them. In this case, 56% of

these victims mentioned this need, indicating that the psychological impact of this type of offense is both severe and longer lasting than for victims of property related offenses. In comparison, only 5% of property victims reported this need at least two months after victimization.

Information about the progress of the investigation of the case was by a large margin the most frequently mentioned need (46%). It appears that crime victims display a considerable interest in knowing the disposition of their case. In interpreting this data, it must be remembered that respondents were asked only for those needs that "were not immediately available". Therefore, those responding positively to this need would be those who had attempted, but were unsuccessful or had difficulty in gaining information about the case investigation or those who did not know where to go for such information. It would not include those respondents who promptly and successfully obtained such information.

It is also interesting to note that victims of crimes against the person require all follow-up service types, with the exception of crime prevention information, more frequently than "property" offenses victims. It is apparent that this group of victims continues to display greater service needs than do "property" offense victims.

TABLE 2.7

Follow-up service needs by offense type.

Type of Needs	Offense Type: Property Offenses %	Offense Type: Persons Offenses %	Total Reporting Needs %	Total Reporting Needs (F)
Investigation progress	43	61	46	(43)
Case information	19	33	21	(20)
Compensation information	16	39	20	(19)
Crime prevention information	31	17	28	(26)
Someone to talk to	5	56	15	(14)
Greater police vigilance	20	22	20	(19)
Other	13	33	17	(16)

Columns may sum to over 100% or more than number of respondents as multiple responses were allowed.

Number of respondents = 94.

Valid cases = 63.

Table 2.8 displays the data according to whether respondents "volunteered" the answer or were prompted (by the interviewer) to recall service needs. As with immediate service needs, a greater percentage of responses was obtained after prompting. However, a higher percentage of victims "volunteered" follow-up needs than was the case for immediate needs.

TABLE 2.8

Follow-up needs by response type (volunteered and after prompting).

	Response Type				Total Cases Reporting Follow-Up Needs	
	Volunteered		After Prompting			
	%	(F)	%	(F)	%	(F)
Investigation progress	10	(9)	35	(34)	46	(43)
Case information	5	(5)	16	(5)	21	(20)
Compensation information	6	(6)	14	(13)	20	(19)
Crime prevention info.	2	(2)	26	(24)	28	(26)
Someone to talk to	4	(4)	11	(10)	15	(14)
Greater police vigilance	2	(2)	18	(17)	20	(19)
Other	15	(14)	2	(2)	17	(16)

Columns may sum to over 100% or more than number of respondents as respondents were allowed multiple responses.

Number of respondents = 94

Valid cases = 63

To check that respondents were not simply displaying idle curiosity regarding their information needs, or acquiescing to interview suggestions, they were also asked to identify their reasons to call back the police in the time since the incident. Forty-five percent (45%) reported that they called for reasons such as to provide additional information to police, to find out whether anyone had been arrested or charged in their case, and

with questions about property return. This information gives us some confidence in interpreting victim-reported needs, both volunteered and prompted as not merely service "demands" by crime victims, but reflecting genuine needs. It is interesting to note that no significant variation in reported needs, both emergency and follow-up, was apparent when data was broken out by age and sex.

Tables 2.5 and 2.6 also provide data on the source of help victims turned to and their satisfaction with the resolution of their needs. The same patterns as for immediate needs can be found for the sources of help. Victims generally would turn to the police, particularly when their needs were perceived to fall within police responsibilities. For example, 50% and 55% respectively turned to the police to obtain information on the "progress of the investigation" and "case information". Conversely, victims turned to their friends and relatives when they needed "compensation information" (39%) and "someone to talk to" (38%). Victims with long-term needs reported receiving no help in 34% of the cases, which compares to 32% for victims with immediate needs.

Satisfaction with resolution of long-term needs generally is lower than satisfaction with immediate needs (66% vs. 73%). One area where victims are highly satisfied is for having "someone to talk to" (85%). They were not so much satisfied with resolution of their information needs (progress of investigation (62%), crime prevention (62%), case information (56%), and compensation

information (38%)). This would point to gaps in service delivery. It is impossible however to specify whether victims did not obtain satisfactory information from agencies they contacted or whether they simply did not know where to go for such information.

To probe the "demand" for follow-up information services, respondents were asked under what condition they felt crime victims should be notified by the police (see table 2.9). In general, respondents favoured a high degree of reporting on case progress and particulars, including when an investigation is continuing, but no charges have been laid (67%), when a case is considered inactive due to lack of evidence and no further investigation is being considered (80%), and at the end of a court case, to inform victim/witnesses of the outcome (90%).

To summarize with respect to follow-up needs, the data indicate that victims generally reported more longer-term needs than immediate needs. These follow-up needs pertain for the most part to information victims think could be helpful to them. While they turned to similar sources to obtain help with their long-term as with their short-term needs, victims were less satisfied with resolution of the former than of the latter.

TABLE 2.9

Respondent demands for notification.

	Responding "Yes"	
	%	(F)
When arrest made or charges laid	91	(106)
Investigation continuing, but no charges laid	67	(78)
When case is declared inactive	80	(94)
When property is recovered	97	(113)
Verification of incident for insurance purposes	92	(108)
At conclusion of court case	9)	(105)
When there is a possibility victim will be subpoenaed	93	(109)

Valid cases = 117

RECOVERING PROPERTY

A sub-sample of respondents was also drawn (the "property" sample) in order to examine property return experiences. This inclusion has the effect that victims of property-related offense are victims who had their goods recovered by the police are over-represented in the total sample.

In the final sample, there were 79 cases in which property was either taken and/or damaged. In 74 cases, the value of the property could be ascertained. Of those, almost four in five respondents (78%, n=58) reported the value at more than $100.00 and 32% (n=24) stated a value of over $1,000.00.

Of the 79 cases, 42% (n=33) indicated that the property was not insured, and the other 58% (n=46) were either fully or partly insured. Almost three-quarters of those with insurance (74%, n=34) made a claim against the loss or damage. Of the 34 cases where the claim was concluded, some 30% stated that they were not very satisfied with the settlement, and in three out of every five cases (62%), the settlement covered only part of the losses/ damages.

Twenty (20) victims who had some property taken/damaged were subsequently subpoenaed to appear in court. In only three (3) cases court-ordered restitution was suggested as an option and one other victim asked on his own that restitution be considerd. Three victims were awarded restitution and one was refused.

With regard to the return of property to victim, respondents were asked for details about their own experiences. They were asked to volunteer any problems they encountered and the inteviewer also mentioned several items about which the respondent was asked to indicate whether they had "considerable", "some" or "no" difficulty. Table 2.10 summarizes the responses.

TABLE 2.10

Respondents reporting diffuclty with property return.

	Considerable or Some Difficulty		Valid Cases
	%	(N)	
Finding Property Room	27	(7)	26
Property Room hours	15	(4)	27
Courtesy of staff	12	(3)	26
Parking	33	(9)	27
Getting property to car	21	(5)	24
Getting property home (e.g. no vehicle)	15	(4)	26
Length of time between property recovery & return	44	(11)	25

It is probably unreasonable to expect that the process of claiming property from the police department would not involve some measure of inconvenience for the property owner. This fact was underscored by frequent comments by owners to interviewers such as "it was a bother" or "a nuisance", but interviewers explained that rather than the general inconvenience, they were interested in specific difficulties or problems encountered.

The most frequently mentioned concern for property claimants was the length of time that elapsed between the recovery of property by the CPS and its return to them (44%). When asked about this length of time, 35% stated that it was within one to three months, with another 23% reporting over six months, or even that the property had not as yet been returned. Against this

figure, it is interesting to note that of 26 cases where property was used in court, in only 10 cases was the property photographed and returned to the victim, the court using the photograph as evidence.

Some of the practical considerations of property return also proved problematic for victims. In particular, locating parking that is not too far from Police Headquarters (33%), finding the Property Room in Police Headquarters (27%) and getting the property to the claimant's vehicle (21%) were noted.

COURT-RELATED NEEDS

A sub-sample (n=36) of victims who were subpoenaed to appear in court over the prosecution of their case was drawn to obtain data on their needs and experiences.

Respondents were first asked the number of times they were subpoenaed and the number of times they appeared in court and gave evidence. The incidence is as follows:

- of 36 witnesses subpoenaed at least 1 time, 26 gave evidence once
- of 16 witnesses subpoenaed at least 2 times, 6 gave evidence twice
- of 5 witnesses subpoenaed at least 3 times, 1 gave evidence three times

Ten (28%) of 36 witnesses subpoenaed did not give evidence, and one case had not yet been heard. When asked about the information and/or preparation they received prior to their court appearance, 24 of the 36 (66%) reported receiving none other than the subpoena. On the back of the subpoena, at the bottom of the page, recipients are given the telephone number of the Witness Central Unit and a brief description of the services it provides. Most of those who reported receiving "information to help them with their court appearance" (n=12) said that it came from police officers (n=8), was verbal (n=10), and most often occurred while waiting for the court case to be called.

The question of the monetary cost to innocent parties and crime victims participating in the criminal justice system is frequently mentioned as a deterrent to participation. Indeed, this is one assumption in the provision of witness fees. When asked whether they incurred any costs because of their court appearance, 10 (28%) witnesses answered affirmatively. Of these, four reported costs of less than $25, while another four claimed their costs to be between $100 and $500. The most frequently cited reason for these costs was "lost wages" (70%), with others such as parking, transportation and child care expenses also being mentioned. Seventy percent of respondents indicated that they were paid for their court appearance, and most of the others reported not knowing that they were eligible for payment, although this is stated on the back of the subpoena itself.

To probe for court-related problems and needs, respondents were asked whether they had any difficulties or problems concerning their court appearances. Interviewers mentioned several possible problem areas and respondents were asked whether they had "considerable difficulty", "some difficulty", or "no difficulty" with each item. Table 2.11 summarizes the responses to these items. Appearing as a witness in a court room is not an experience that is common to most people. Therefore, it is probably to be expected that a certain degree of anxiety would accompany such an occurrence. Almost 60% reported "not knowing what to expect when you get there". Also almost half of the respondents reported "considerable" or "some" difficulty in facing the accused and in knowing what to expect about testifying. In answer to the question, "were you apprehensive about being around, or did you fear retaliation from the accused," 58% responded "yes".

TABLE 2.11

Respondents reporting court-related difficulties.

	Considerable or Some Difficulty	
	%	(F)
1. Knowing what to expect when you get there (e.g. where to wait, whether to report, etc.)	58	(19)
2. Knowing what to expect about testifying	49	(16)
3. Adequate time to make arrangements	3	(1)
4. Transportation to and from court	6	(2)
5. Childcare	12	(4)
6. Parking - payment	9	(3)
7. Parking - finding it	18	
8. Finding court room	18	(6)
9. Comfort of waiting area	15	(5)
10. Court scheduling (convenience of)	27	(9)
11. Treatment by Crown Prosecutor	9	(3)
12. Treatment by Defense	16	(5)
13. Treatment by other court officials	3	(1)
14. Facing accused	47	(15)
15. Length of time waiting in court	6	(2)

Valid cases - 33 (1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 15)
32 (11, 12, 13, 14)

Another area of difficulty for witnesses was the inconvenience of court scheduling. Twenty seven percent of those who were subpoenaed said this presented difficulty. Other than in exceptional circumstances, witnesses are not consulted in the scheduling of cases involving them. Reasons for reporting this as a problem ranged from "not enough time was given for me to make shift change in my job", to "too much time elapsed before the case came to court", and "anytime during the day, on a weekday, is tough for me".

Despite these difficulties and concerns, and despite the opinion by 41% that "justice was not done" in their case, fully 91% of the respondents who were subpoenaed to court, whether they gave evidence or not, said that "if the circumstances called for it, (they) would be willing to appear in court as a witness in the future". It appears then that whatever the short-comings of our court system with regard to victim/witness needs are, they will not drive victims away from participating in that system.

Finally, victims/witnesses were also asked, in an open-ended question, their recommendations or suggestions for making court appearance easier. Their suggestions tended to support and confirm their previous answers about their own court-related difficulties. Thirty-nine percent recommended some kind of preparation for witnesses PRIOR to the case being heard. Others suggested that witnesses "be verbally told what is to be expected in the way of testimony", be given "more information with subpoena", be "explain(ed) procedures", and be informed of "what the Crown Prosecutor requires as evidence".

CHAPTER THREE

CRIME VICTIM SERVICES

In this chapter, the services that are available to, and may be used by crime victims in the Calgary area are catalogued and discussed, along with the opinions on needed services made by respondents who are experienced in the criminal justice field or in dealing with crime victims.

SOCIAL SERVICE INVENTORY

In developing services to satisfy the needs of any segment of the population, it is imperative to identify existing programs that serve the same or part of the targeted client population, and agencies that bear upon the development of additional resources. The position was taken at the time it was suggested to provide comprehensive crime victim services, that the V.A.U. should not duplicate services already effectively offered by existing agencies. It was decided that through information compiled from a victim survey, from personnel of social service agencies and key informants in the criminal justice field, needs for services would be identified. These needs would then be matched to existing services revealing gaps and overlaps. With regard to these "gaps", it was suggested that, once identified, the V.A.U. would decide whether to advocate and promote the adoption of that service by another agency, or undertake to deliver the service itself. Should no "gaps" be uncovered, the V.A.U. role would be

to arrange for connections to be made between victims and existing services so as to ensure adequate referral mechanisms.

Through an examination of the Alberta Social Resource Inventory, 1980, and with the advice of several experienced people in the police department and social service agencies, the researcher personally interviewed the director or co-ordinator of every program whose description indicated that its activities might encompass crime victim services (see Appendix 2 - Social Agency Questionnaire).

Pertinent information about these programs was gathered and compiled into a compendium of crime victim services. It includes all programs that can or do provide the types of services needed by victims. A few programs focus on crime victims, but for the most part, their target client populations are not crime victims. Nonetheless, crime victims are eligible for their services.

Following is a list of agencies and programs that provide crime victim services in the Calgary area[1]:

A.I.D. Centre (Advice, Information & Direction Centre)
Alberta Crimes Compensation Board

---

1. Appendix 3 provides a brief outline of each program.

Alberta Human Rights Commission

Alberta Mental Health Services

Alberta Social Services and Community Health (Social Assistance)

Calgary Family Service Bureau

Calgary Immigrant Aid Society

Calgary Legal Guidance

Calgary Police Service - Police Crisis Unit
- Senior Citizen Safety and Security Program
- Race Relations Unit
- Residential and Commercial Security Unit
- Sex Crimes Unit

Calgary Sexual Assault Centre

Calgary Women's Emergency Shelter

Canadian Mental Health Association

Community Support Services for Seniors

Legal Aid Society of Alberta

Prov. of Alberta (Motor Accident Claims)

Prov. of Alberta - Dept of the Attorney General (Witness Central Unit)

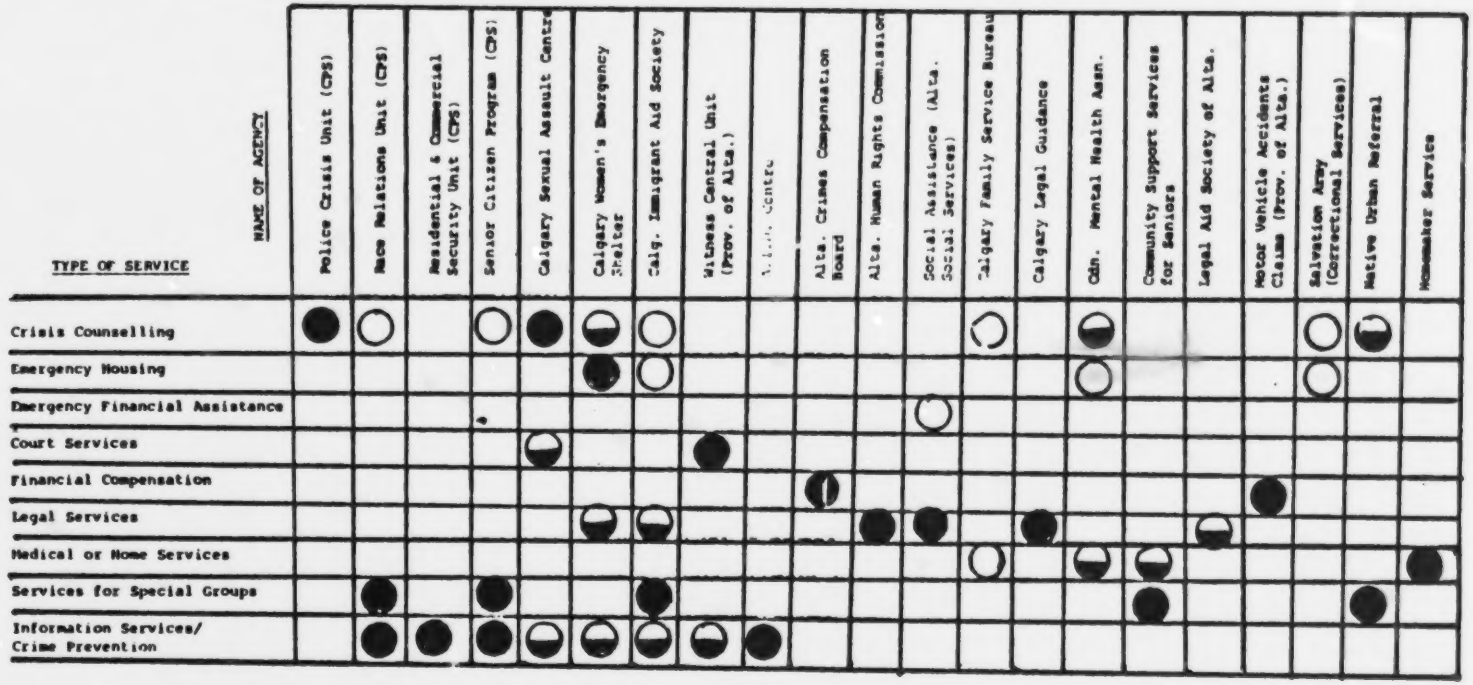
Native Urban Referral

Salvation Army (Correctional Services)

Figure I lists those programs, indicates what kinds of services they provide, and on what basis.

FIGURE I

SERVICES AVAILABLE TO CRIME VICTIMS IN CALGARY



● - PRIMARY SERVICE

◐ - ROUTINELY-OFFERED SERVICE

○ - OCCASIONALLY-OFFERED SERVICE

SURVEY OF KEY INFORMANTS

Representatives of several agencies were interviewed for their opinions on the state of and need for victim services in Calgary. These "key" informants were selected because their experience in the criminal justice or social service field gave them exposure to crime victims' needs or because their personal interests made them appropriate respondents. (See Appendix 4 for the Informant Data Sheet.)

Personnel from the following agencies were interviewed:

Alberta Crimes Compensation Board

Calgary Immigrant Aid Society

Calgary Police Service - Race Relations Unit (Community Serv. Section)
- Residential and Commercial Security Unit (Community Service Section)
- Police Crisis Unit
- Senior Citizen Safety and Security Program (Community Service Section)
- Sex Crimes Unit

Calgary Sexual Assault Centre

Calgary Women's Emergency Shelter

Legal Aid Society of Alberta

Prov. of Alberta - Attorney General Dept. - Crown Prosecutor's Office
- Witness Central Unit

Criminal Lawyers (Private Practice)

The Salvation Army (Correctional Services)

On a philosophical level, respondents generally reacted positively to the idea of victim services, frequently commenting on its timeliness. Further discussion revealed opinions that, while some services were needed and would be quickly accepted by all concerned, the advisability and implementation of others, especially those linked to the judicial system (e.g. court-ordered restitution) might be problematic and not easily adopted into the existing system. Other concerns were raised concerning the possible duplication of services and the proper role of the police (i.e., to what extent should police officers be involved in "social work"). Opinions here ranged from the strictly-defined law enforcement role to a more broadly-defined preventative role.

The following is a summary of programs organized by type of service that might be used by crime victims. The agencies providing the service are listed at the beginning of each section, along with their sphere of interest. Included within each service type is a discussion of the comments and recommendations made by the key informant sample. The categories of services are crisis or emergency services, witness management, compensation and legal services, follow-up services and information services.

As might be expected, those involved in service delivery in certain areas were more aware of the problems, limitations and benefits within their area, than were outsiders. The researcher noted a tendency by personnel in a given area to feel that other service areas were adequately covered, but these opinions when

probed, stemmed from their awareness that an agency existed that addressed itself to that concern without specific knowledge that the service was being delivered and the need satisfied.

Therefore, in the following comments, the researcher has focused on opinions made about the informant's own area of expertise.

CRISIS SERVICES

Police Crisis Unit (CPS) - Counselling
Calgary Sexual Assault Centre - Counselling
Calgary Women's Emergency Shelter - Housing
Calgary Immigrant Aid Society - Translation - Housing
Alberta Social Services and Community Health - Financial Assistance-Housing

The above agencies in Calgary provide crisis services to crime victims as their sole mandate, or offer these services on a routine basis.

Services classified as "crisis" include those that are intended to provide immediate access and service to crime victims, and which are normally available 24 hours a day. They may include services provided over the phone as well as in-person visits. While these services often are of a counselling nature, they may also provide emergency transportation, financial assistance, repair to property, shelter, or food.

Personnel of crisis intervention agencies define a person in crisis as one whose coping mechanism is insufficient to deal satisfactorily with a given problem, or whose ability to manage a stressful situation is severely limited, and who needs assistance in coping with the situation.

While the services provided by these agencies are described by their personnel as non-specific and covering a wide range of activities, services mainly consist of counselling and provision of shelter. To some extent, transportation is provided by the Police Crisis Unit (P.C.U.) and the Calgary Sexual Assault Centre.

The Police Crisis Unit's mandate states that it will "deal with all crises of a psycho-social nature". Statistics indicate that in 1980, 100% of its calls originated from victims of "crimes against the person". It should be remembered that the P.C.U.'s primary client is the police officer, and that its role is to reduce officer time at the crisis and/or callbacks. Staff is made of civilian social workers and their aim is to relieve the officer at a crisis situation and stay at the scene providing counselling until the situation is stabilized. Generally, their involvement lasts from one to four hours after which referrals are made to appropriate agencies.

The Calgary Sexual Assault Centre's aim is to provide a supportive individual for victims of sexual offense. Their crisis capabilities include telephone and direct individual counselling, as well as attendance at hospital. Direct service personnel, all

volunteers, also provide information and explanation about police and medical procedures. Staff will provide trnasportation where necessary, and contact is maintained as long as the client wishes.

The primary activity of the Calgary Women's Emergency Shelter is to provide emergency short-term accommodation to, in order of priority, battered women alone, and other women in need. The shelter is situated in a central location in Calgary and accepts admissions 24 hours/day.

These three agencies are well-known and well-used by the Calgary Police Service personnel. Access is direct and usually within a short period of time. The P.C.U. has direct radio contact over police frequencies and is called to the scene while the officer is still attending. In the case of the Emergency Shelter, officers frequently transport women to the residence directly from the incident scene. With the Sexual Assault Centre, the Calgary Police Service's Sex Crime Unit always, in serious sexual assaults (e.g., Rapes, Gross Indecency), offers the victim information about the Centre and, if requested, will themselves contact the Centre and make the referral. However, this referral process is not as well utilized by other officers and referrals are generally limited to the Sex Crimes Unit.

With regard to emergency repair to property (e.g., doors and windows), there is no agency in Calgary that provides this service. Victims needing this type of service must arrange for such repairs on their own.

It appears that these three organizations represent the only agencies that provide crisis services to crime victims. They provide those services mainly to specific sub-populations within that group. Specifically, they are geared toward women and to victims of "attacks against the person". None have specific programs aimed at the elderly, nor are victims of property offenses usually contacted by these agencies, although their mandates do not exclude these sub-populations. For example, in the case of the elderly person who suffered a break and enter and who was in need of emergency repairs to locks, doors, etc., it is unlikely that this crisis would come to the attention of, or could be handled by these agencies. The crisis situations attended by these agencies are of a psycho-social nature or result from an assault (sexual or other) and services are in the main of a counselling nature.

It is the opinion of police officers interviewed that there is a low incidence of need for emergency housing among crime victims in Calgary, but for those in need, it is acute, and is primarily restricted to women, alone or with children.

The Calgary Women's Emergency Shelter provides temporary (usually not more than four to six days) housing and meals to women. The maximum stay is 21 days. An important limitation to the service is the low availability of space. The Shelter houses 30 clients. Of 2,622 women and children seeking shelter between April and October 1981, 1,216 were provided with accommodation,

the other 1,406 were turned away. In some severe cases, when space is not available at the shelter, the Alberta Social Services and Community Health provide lodging at local motels and hotels.

The director of the Shelter estimates that by the end of 1982, a second shelter should be in operation to alleviate this situation. However, at the present time, 59% of those seeking accommodation are turned away. Personnel estimates that a significant number of these are crime victims: 46.4% of the clients are battered women, although only 8.2% have been brought to the centre by the police. It is impossible to estimate the number of cases that do not seek admittance because police officers are aware of the limited capacity of the shelter and do not suggest this option to women; but police officers admit to bringing only severe cases to the shelter because they know of the space limitations.

Several other agencies state that they will assist clients in finding immediate housing. Among them is the Calgary Immigrant Aid Society who state that they can at times, provide emergency housing.

It appears, then, that although space limitations restrict the number of beds available for emergency housing, this service is available to women (and children) crime victims in Calgary. A shelter of this nature for men is not available in Calgary.

Although the Single Men's Hostel provides sleeping accommodation, admittance is restricted to between 5:00 p.m. and 7:30 a.m. and is mainly used by indigent men.

Emergency financial assistance for crime victims who have suffered theft or robbery is available, under certain circumstances, from Alberta Social Services and Community Health (Social Assistance). This type of assistance is available to individuals and families in "desperate need" (i.e., without food or shelter), but crime victims whose experience has left them even temporarily destitute are also eligible. This assistance is considered a stop-gap measure designed to give the victim time to arrange finances and is a one-time only payment. The service is available on a 24-hour basis through a crisis unit.

Other agencies have limited capabilities to provide financial assistance, but will, in emergencies, issue small amounts of money to needy persons. Normally the amounts are under $25 and are specifically for food and shelter. These services are available only during daytime hours.

Most informants thought that the provision of emergency services was uneven. Female victims were assumed to be the target of such services. Regarding "domestic" situations the police department reported that with the expansion of its Crisis Unit, crisis workers will be available throughout the city within two years. This anticipated expansion was uniformly considered needed.

Police generally viewed "outside" services as necessary. For example, officers from the Sex Crimes Unit said that the Sexual Assault Centre "works well with them" and performs a real service for the police in that they provide a supportive person for the victim at a time when police may appear questioning and skeptical. One member felt that the Centre's role "made (their) investigation easier".

Most emergency services are targeted for women. Informants did not feel that there was much of a need for emergency counselling and housing for men. With regard to the elderly, it was felt that "there are not too many cases where the elderly need emergency service", but if necessary, they might not have community or family support to draw upon for help - that is, the need might not be frequent but might be acute and deserve attention. In the case of the elderly victims of break and enters, the constable in charge of the Senior Citizen's Program did not feel that a 24-hour service of this type was within his mandate.

The Director of Social Services from a large metropolitan hospital felt that victims of sexual assault, battered wives, and abused children were most in need of emergency counselling and medical attention. However, hospitals do not otherwise label their patients as crime victims, making identification of needed services difficult.

To summarize, it was generally thought by informants that supportive counselling was the most commonly needed emergency service. Immediate support, counselling services and housing are regularly offered to female victims of attacks against the person. It is not generally felt that the needs for transportation, financial assistance or emergency repairs are common, nor are male victims seen to be in need of special services. The elderly are considered a special case where these needs may not be frequent, but may be severe.

COURT SERVICES/WITNESS MANAGEMENT

Court services as they now exist in Calgary are provided through the Witness Central Unit of the Attorney Gneral's Department of the Government of Alberta and, to some extent are informally and irregularly offered by Calgary Police Service personnel.

The Witness Central Unit, located in the Crown Prosecutor's Office, is responsible for seeing that subpoenas are issued and delivered by the Summons Officers of the Police Department. Subpoenas are generally delivered by hand. When subpoenas are cancelled due to court rescheduling etc., the personnel of this Unit, if given time, will telephone witnesses. Other services that can be arranged through the Witness Central are itemized at the bottom of the subpoena. Staff report that calls for assistance are "very frequent - the phone ringing on and off all day". Data are not kept on the number of calls, or their type; however, one staff member stated that most questions deal with what to ex-

pect in court, whether anyone will be there to tell them what to do, where to go before the case is heard, witnesses' problems in appearing (e.g., date of appearance, transportation, etc.), and inquiries about the case itself which are forwarded to the prosecutor.

In the area of witness management, there were differing opinions on the adequacy of and the need for court services. A former Crown Prosecutor and a social worker both felt that witnesses would benefit from some publicly displayed information telling witnesses where to wait, where to find witness rooms, etc., as well as counselling. A representative of the Crown Prosecutor did not see the need for such services, but admitted to routinely meeting and briefing the witness only in "serious cases" and, if time permits, in other cases. There is a booklet informing witnesses of court procedures, their rights, duties, etc.; however, this booklet is not routinely given to witnesses. Regarding notification procedures, the existing method is considered as good as could be, as the judicial system allows for last minute delays and plea changes.

A social worker who spends considerable time at court said that similar services as provided by the Elizabeth Fry Society and the Salvation Army for the accused should be made available for witnesses, (i.e. information on what to expect at Court). Representatives from a sexual assault crisis centre particularly felt the need for such services. It was felt that, while in serious sex offense cases the victim is well briefed, the Prosecutor's and

officer's roles of impartial and objective chroniclers of information, make it difficult for them to deal with the victim in an emotionally supportive way. It was also felt that an outside, empathetic, experienced person could be utilized effectively.

To summarize, respondents generally agreed that at best, in some cases, court services might make the experience of being a witness in court easier for the victim. They did not think that lack of such services would affect witnesses' willingness to cooperate in the future.

There was some concern that a service designed to prepare witnesses for their cases might be construed as tampering with the witness. A Crown Prosecutor stated that he would want to be "the only one" to provide the service and that it is best if Prosecutors rather than social workers speak directly to witnesses. The Attorney General's Department of Alberta is presently examining the feasibility of providing court services for crime victim/witnesses.

COMPENSATION AND LEGAL SERVICES

Calgary Legal Guidance

Alberta Crimes Compensation Board

Alberta Motor Vehicles

(Accident Claims Board)

Criminal Code (Sections 653, 655, 663)

Legal Aid Society of Alberta

There are no services, agencies or programs in Calgary that deal primarily or even routinely with the legal representation needs of crime victims. The Crown Prosecutor's primary role is to represent the interests and laws of the Crown which in part will overlap the interests of the victim. The extent to which these interests mirror each other is recognized as imperfect.

With respect to the victim's desire and right to expect that the accused is brought before the court, victim's interests are the same as the Crown's. With respect to victim's wishes for restitution and/or compensation, to be informed of the progress of the case, to be heard in the judicial process, to be involved in any "discretionary disposition" made in the case, and to be advised of the final disposition of the case, it is clear that there is no formal structure within the judicial system that addresses these needs. The attention paid to these needs is not uniform or routine, and depends on the individuals involved in the case (judge, prosecutor, victim, police officer) and other external factors in the judicial process (court scheduling, prosecutor's case load, etc.). It is well known, and this study has supported the fact that in only a very small minority (less than 1%) of the cases is restitution ordered by the court.

At this time, the witness does not systematically become involved in the judicial process. There is no routinely-offered procedure for the victim to request restitution for property loss/damage (rarely is it requested by the prosecution or by the magistrate), nor does the victim normally have input into a

pre-sentence report, or is routinely notified of the case outcome. The Attorney General's Department (Province of Alberta) was considering initiating a program that would address victim/witness involvement at the time the study was done.

Some agencies in Calgary provide free legal services and operate programs that can be used by crime victims. Calgary Legal Guidance, through its clinical program, provides clients with an opportunity to confidentially discuss their legal problems with a lawyer and to receive legal advice. This does not usually include representation in court, but rather advice or explanation of the appropriate steps that a client may take in a legal action. The client would have to engage private counsel if further action was desired. Areas covered include family law, criminal law, landlord-tenant disputes, small claims court, but not all areas of civil law. Clients must demonstrate financial need to receive these services.

The Legal Aid Society of Alberta, while available to all, focuses its attention on the accused in a criminal matter. Under certain circumstances, Legal Aid may appoint counsel to act on behalf of plaintiffs in civil cases, although this is usually preliminary legal work after which the client is referred to a lawyer in private practice. Additionally, Legal Aid may represent clients before the Alberta Crimes Compensation Board. It should be noted that both these services are available only to those who do not have resources to engage private counsel, and this need must be demonstrated.

Two other agencies can play some role in providing legal services to victims. The Alberta Human Rights Commission mediates in cases of discrimination in the workplace and service industry. The bulk of its caseload pertains to civil matters however. Also the Calgary Immigrant Aid Society will match individuals with lawyers who are sensitive to and knowledgable about the needs of the specific ethnic group.

Financial compensation is available to crime victims through the Alberta Crime Compensation Board (ACCB). There are several strict criteria for eligibility. Important among them is that "some direct personal injury" results from the crime; the Board does not compensate for pain and suffering. Also, the incident must have been reported to the police, and the claim made within one year. The Board does not compensate for losses or damages to property.

Claimants must call Edmonton (toll free number) and request that an application form be forwarded to them. Initial screening by Board members takes place at the time they review the forms. If they accept the form, the victim will be called to an open hearing to provide evidence. Following the hearing, the Board makes a decision and notifies the applicant in writing.

Board members mentioned that Calgary victims under-utilize this scheme. The Chairman commented that they cannot explain why this is so. In the years, 1978-79, 1979-80, and 1980-81, claims from Calgary victims were 53%, 83%, and 67% respectively of the

total claims from Edmonton residents, even though the two cities compare in size. Additionally, the number of days the Board sat in Edmonton in these years almost doubles that of Calgary sittings.

Further, the high incidence of males making claims as opposed to females is to be noted, as they are in a ratio of 3 or 4 : 1. Certainly, statistics show that males are more frequently involved in serious criminal incidents. It is possible however that criteria for eligibility may eliminate some potential female claimants. For example, female homemakers are unable to make claims against lost earnings which constitute the bulk of ACCB claims. Also, the limited publicity made by the Board on its existence may be more available to males than females (e.g., at the workplace).

Regarding court-ordered restitution, there is general agreement among interviewees with its principle but concerns and doubts about the logistics of its implementation. Even though restitution is provided in the Criminal Code (Sections 653, 655 and 663), it is rarely used. Additionally, victims often must request that restitution be envisaged, and there is no structural access to make the process easy for them. The various problems mentioned can be summarized in the following way:

(a) victim access to restitution procedures:

- there is no uniform system to provide victims routinely with "applications" for restitution;

- victims must be present and apply for restitution;
- victims must apply early as the accused may plead guilty on first court appearance;

(b) amount of restitution:

- the magistrate must have exact figures to determine the amount and victims often cannot provide these early enough;
- the problem is raised of who should first benefit of the accused's resources: his family or the victim;
- the concern that restitution is a combination of civil and criminal matters;

(c) enforcement of restitution:

- problems of default to pay the restitution amount ordered may jeopardize the judges' willingness to use it as, if the award "is not collectable then the sentence is effected and justice may not be done";
- enforcement of restitution requires some supervision of the offender or some other enforcement procedure, which may require further court disposition;

(d) restitution as a form of sentencing:

- some lawyers see restitution as a form of double jeopardy and judges are not willing to allow restitution to colour their sentencing decision.

These problems are very aptly summarized by Kenneth Chase (1977)[2]:

> "So strongly is the public Prosecutor's position as an impartial presenter of evidence insisted upon that many (sic) prosecutors argue that adopting a practice of regularly seeking restitution for the victim would raise a conflict of interest in the victim as Crown witness, it would contradict the Crown Prosecutor's position before the Court, and it would derogate from the appearance of justice ... The point is that there is no clearly-enunciated philosophical foundation in the criminal law upon which the Canadian Public Prosecutor could seek restitution for the victim. The prevailing attitude is that restitution in the form of payment is the business of the civil courts. There being no principle, there is no practice or there is bad practice". (p.204)

The concept of mediation between victim and accused, initiated prior to charges, received much less favourable treatment. Generally, it was thought that any type of restitution or compensation should be instituted within the judicial system, not outside by independent agencies.

This necessitates enlisting the co-operation of the Crown Prosecutor to screen the cases. One Crown Prosecutor thought that this "type of bargaining" would not be an appropriate or acceptable practice in Calgary. It was also suggested that the accused would agree to anything if it would mitigate his fate in

---

2. Chase, Kenneth L., "Restitution in Criminal Law", in Criminal Reports, CRNS, Vol. 36, February 1977.

the judicial process, but that agreements might be very hard to monitor or enforce. Another lawyer in private practice suggested that any attempt at mediation is not advisable because there is an informal admission of guilt in such process. Therefore, the accused's rights to due process and other rights under the law would not be assured in these cases. This respondent added that "it is not a good idea to avoid the legal process, which ensures the rights of offenders at all turns and is essential because of this". These concerns and several others expressed by informants, are elaborated in the Final Report of the Pilot Alberta Restitution Centre (1977).

The last resource for some victims to obtain compensation is the Accident Claims Branch of the Alberta Motor Vehicles Division. This Branch compensates for property related and medical expenses incurred in a vehicle incident not the fault of the claimant. Only a small percentage of crime victims - those involved in a criminal traffic accident - would be eligible.

FOLLOW-UP SERVICES

Calgary Sexual Assault Centre

Calgary Women's Emergency Shelter

Calgary Community Support Services for Seniors

Canadian Mental Health

The Salvation Army

Calgary Family Service Bureau

Calgary Immigrant Aid Society

Family and Community Counselling Services

Native Urban Referral

Calgary Police Services - Ethnic Relations Unit

- Senior Citizens Safety and Security Program

Follow-up counselling services are routinely offered to crime victims by two agencies: the Calgary Sexual Assault Centre and the Calgary Women's Emergency Shelter. Counselling is long term and provided in conjunction with, or as follow-up to crisis intervention. Female victims of sexual assault, wife-battering or other "domestic" situations, can contact the Calgary Sexual Assault Centre or the Calgary Women's Emergency Shelter. These agencies provide individual or group counselling.

No other agencies offer counselling services specifically to help individuals overcome the trauma of victimization. The Calgary Community Support Services for Seniors makes daily telephone calls and regular visits to senior citizens to check on their well-being and this service can be used by crime victims at their request. These programs are run by senior citizen volunteers with contact times decided between the volunteers and senior citizens.

Private agencies such as the Salvation Army, Canadian Mental Health and the Calgary Family Service Bureau provide counselling on a wide range of issues. The Family Service Bureau charges for services based on ability to pay, while all other agencies provide services free of charge.

It appears that counselling services available focus on female victims of assaults and sex offenses, and senior citizens victims of any offense.

Numerous programs in Calgary provide services for special groups. None of these has as its preferred activity the delivery of services to crime victims, but several are willing, and in some cases eager, to provide services to this group. The following lists services performed by particular agencies that may be of use to crime victims.

The Native Urban Referral assists natives with emergency financial assistance and housing arrangements in emergency situations.

The Calgary Immigrant Aid Society provides translation services in emergency situations, and lawyers familiar with the needs of specific ethnic groups. The Society also offers document interpretation and assistance in completing forms. Additionally, staff will provide on-scene crisis intervention in situations involving "ethnic" people.

The Calgary Police Service's Ethnic Relations Unit and the Senior Citizens Safety and Security Program focus on promoting mutual understanding of the needs of special groups, provide crime prevention information, and post-victimization services. The Senior Citizen Program will, on request, personnally call or visit seniors to update them on case progress, provide reassurance and/or crime prevention information. These services are normally offered only during the day and in the evening; staff limitations and workload prevent these police programs from contacting all crime victims of the groups they serve. Referral methods are irregular and not normalized; however, these agencies have expressed interest in developing further services.

Follow-up services were not considered by most respondents to be frequently needed by crime victims, although they were generally thought to be advisable for senior citizens. The sergeant of the Sex Crimes Unit also thought that long-term counselling for serious sex offense victims was advisable but not generally available or offered. Suggestions from informants included that all victims of personal attacks be called the next day to offer them some assistance, that all elderly victims be personally contacted, and that victims be informed by officers that help is available through the police department but leaving the responsibility for contact with the victim.

INFORMATION AND CRIME PREVENTION SERVICES

Calgary Police Service

Calgary Police Service

Senior Citizen Safety

and Security Program

A.I.D. Centre

(Advice, Information and

Direction Centre)

The Calgary Police Service Victim Assistance Unit (VAU) provides all crime victims with information regarding their cases. Victims call the V.A.U. usually to ask for information for insurance purposes; however, inquiries about the progress of the investigation of their case, or how to get in touch with the investigating officers are also made. In these cases victims are provided with the name and telelphone number of the appropriate officer. Investigation progress is not usually known to the V.A.U. staff although they will know if someone has been charged as this is included in PIMS. The V.A.U. routinely sends out cards and letters to all victims of property offenses informing them of their case numbers and also when a victim's property has been recovered and is ready for release by the Property Room.

The CPS, through its Community Services Section, offers many public information programs (Block Watch, Race Relations, School Resource Program) aimed at Crime Prevention. Although these are preventative measures rather than services as a result of victimization, many citizens request and appreciate information after

victimization. The Calgary Police Service also sends constables, when requested and when available, to check the adequacy of the security of a residence.

The A.I.D. Centre provides information to citizens requiring assistance in reaching appropriate services and resources. Essentially, it is a clearing house for information regarding all City of Calgary public services.

The services mentioned above, with the exception of the Senior Citizen Program, do not provide direct and immediate victim services. They do, however, aid victims indirectly through programs designed to prevent further victimization. It is thought that these programs in themselves help victims re-establish a sense of security and well-being after victimization.

It was generally acknowledged that information about the investigation of a case or court-related information was not readily available to victims. Staff of the V.A.U. report that victims often have trouble getting information about their case mainly because they might experience great difficulty in contacting the officer in charge. They usually must rely on the officer to return their call, but shift assignments and officers being usually "on the street", contribute to make this difficult. V.A.U. staff mentioned that victims often call them in frustration at not reaching the officer. Staff recommendation is that officers either file appropriate follow-up information with each case so that V.A.U. can handle inquiries, or alternately that they pay

more attention to victim calls. Some officers suggested that increased follow-up information might be an appropriate role for the V.A.U., as if they were responsible for all follow-up information activities, the extra work load would be considerable and result in reduced time to perform other police tasks.

Regarding information about court-related matters, most informants indicated that witnesses should be formally notified of the outcome of their case, even though verdicts are usually handed down immediately and thus known to the witness.

CHAPTER FOUR

SUMMARY AND CONCLUSIONS

Even though victim sampling was conducted within serious crime classifications where one would expect victims to show more needs, 44% of the respondents reported that they had no needs following victimization or that help for their particular needs was readily available. It is to the remaining 56% who reported needs that our attention therefore was turned. Summary comments and conclusions concerning their needs, the services available to them in Calgary, and the opinions of professionals in the social service and criminal justice field are organized around various types of services.

EMERGENCY SERVICES

The data collected in the victim survey support the view that many victims experience considerable upset because of their victimization. Victims of personal crimes report higher degrees of upset and slower or less than complete recovery than do victims of property offense. Additionally, in all areas of need, victims of attacks against the person were more likely to report immediate needs after victimization than were property victims. The most commonly indicated needs were someone to talk to to calm them down (counselling), greater police attention to their cases, and information on where to get help. No significant variations were noted

in reporting needs when data were broken down by age and sex. Further studies into crime victims' needs might attempt, in the future, to refine the instruments so that "upset" and other like variables are more specific and meaningful.

Professionals in the social services field and police officers tended to confirm victim-reported immediate needs. It was mentioned by officers that their work load often forced them to attend to other incidents when they would have preferred to stay and help a victim, and that they were often left with a feeling of dissatisfaction at not knowing what happended to a particular victim. However, in cases of extreme distress the officers generally ensure that the victim receives some support.

Interviewers reported that although victims understood that their case may not have warranted special attention in the officer's view, they nevertheless wanted someone to pay more attention to their situation.

Some emergecny counselling is presently provided through the Police Crisis Unit, and the Calgary Sexual Assault Centre, but is available only in cases of severe distress (e.g., death, rape). Those in moderate distress and those simply upset are not offered these services routinely.

It may be envisaged that a victim program would provide services to those victims who are not in an immediate crisis situation. While it is apparent that victims in obvious and severe crisis almost always receive help, others whose needs are not as marked or severe are left to work things out themselves.

While the data do not conclusively indicate any special needs for the elderly, (the sample simply does not contain enough respondents over 65 for any meaningful analysis) it is the opinion of the Senior Citizen program director and other professionals working in that area in Calgary that the elderly require at least the same services as others. There is agreement that senior citizens require someone to talk to for reassurance and to give them a renewed sense of security and well-being. This, they indicated, is needed for some elderly victims regardless of the crime classification, whereas for other age groups, this need was mainly reported in the attacks against the person category. It might be envisaged that the post-victimization needs of the elderly are an area which should receive the attention of program planners if only through a specific study.

Little need was reported for emergency repairs to property, and emergency financial assistance and transportation. Regarding transportation, it was reported that officers often provide this service. In the former two areas, the need was thought to be rare, but acute. This low incidence prompts the consideration that some pre-established working relationship with an existing service provider might be utilized.

FOLLOW-UP SERVICES

Of all needs, both immediate and long term, follow-up information was the most frequently stated. Victims want to know the progress of the investigation in their case. There also is considerable desire for extensive notification by the police concerning case progress. Clerical staff who regularly deal with inquiries by victims often experience a great deal of difficulty in getting information about the case. A service housed within a police department would be aptly suited to address these needs, but could encounter several structural impediments to the smooth flow of such information to victims.

Singling out victims of attacks against persons, they also reported considerable need for longer term counselling to help them deal with the incident. This need was identified by police officers as particularly appropriate for sex offense victims.

Also, officers mentioned that requests for crime prevention information and programs often come on the heels of victimization when victims are seeking to renew a sense of well-being and security in their lives. At times then, crime prevention programs can be construed as a victim service, due to their potential therapeutic effects.

Information about where to go for help with their problems and about financial compensation or restitution were also frequently mentioned by victims. Perhaps this type of information could be disseminated by pamphlets distributed by officers at the time of the incident.

The problems associated with having property returned to the owner centered around the length of time it took between recovery of the property by the police and its release to them. Photographing and releasing property prior to court cases is not a routinely-used procedure. The commander of the property unit pointed to the need for better coordination in property-release procedures. In many cases he stated that victims arrive to claim their property only to be told by property room staff that officers have not completed the necessary release authorization form. This particular problem did not come to light in the "victim" data however, many of the problems that mitigate against speedy property return are internal and therefore, not obvious to the public.

COURT-RELATED NEEDS

Victims frequently reported anxiety caused by the unfamiliarity of making a court appearance and by facing the accused. In order to make court appearance easier, victims/witnesses indicated that they wanted more services than presently available. Their recommendations included both improvements in witness management services (scheduling, instructions on where to wait, what to do, parking etc.) and court preparation (for testimony).

Professional respondents thought that notification procedures are offered to the extent that they can be, considering the right of an accused to change pleas. The Witness Central Unit, where possible, advises witnesses of any rescheduling of their cases.

Many professionals in the criminal justice field voiced concern that monetary compensation should be, but is not routinely offered to victims. Victims gnerally did not indicate this need, but this may be due to the low level of awareness about the various kinds of compensation available. In the victim sample, only three respondents received court-ordered restitution. In only a very small percentage of attacks against persons were victims familiar with the Alberta Crimes Compensation Board. A victim service program might address itself to these concerns either through information dissemination or an active helping role.

Much attention was given to and conflicting opinions were voiced by professionals about court-ordered restitution. While they responsded very positively to the concept, almost all mentioned problems with implementation. There appears to be two distinct problem areas: lack of knowledge by victims of its availability, and lack of usage by the criminal justice system.

At the time the study was conducted, the provincial Attorney General's Department was investigating the feasibility of addressing both these needs through the development of a new program. It is possible that a victim service program might, due to its early access to crime victims, be in a position to integrate its activities (possibly information dissemination) with such a program.

APPENDIX 1

CRIME VICTIM QUESTIONNAIRE

CRIME VICTIM NEEDS SURVEY

(QUESTIONS 1 - 5 TO BE COMPLETED BY INTERVIEWER)

1. Respondent No. _____ (4-6)

2. Case File No. _____

3. Offense (7)

1 - Crimes against property (house B & E, theft, damage)

2 - Assault

3 - Robbery

4 - Sex Offences

5 - Other _____

4. Was any party charged or arrested? (As indicated on P.I.M.S.) (8)

1 - Yes 2 - No 9 - DK (or not indicated)

5. Date of Occurrence: day /month /year 198

Hello, my name is _____. I am helping the Calgary Police Department conduct a study into the needs of crime victims in the Calgary area. Because you have been victimized recently (or several months ago), we would like to have your opinion on the type of services that should be provided for crime victims. May I ask you some questions about your incident, and how we might have helped?

INTERVIEWER: CONFIRM WITH RESPONDENT THAT HE/SHE WAS VICTIMIZED ON THE DATE PROVIDED. ASK RESPONDENT TO BRIEFLY DESCRIBE WHAT HAPPENED AND CHECK THAT THIS CORRESPONDS WITH YOUR INFORMATION.

6. Do you remember what time of day did the incident happened? (9)

1 - Day (6am - 6 pm)
2 - Evening (+6pm - midnight)
3 - Night (+midnight - 6 am)
9 - Don't know

7. In what place did the incident take place? (10)
(Interviewer: Allow respondent to volunteer answer, then code)

1 - At or around my home
2 - At my place of work
3 - Outside (on the street, sidewalk, park, etc.)
4 - In a bar
5 - In a building, commercial establishment
6 - Other _____

8. Can you tell me how the incident affected you at the time it happened? Would you say that you were: (11)

1 - Extremely upset
2 - Very upset
3 - Mildly upset
4 - Not upset or bothered at all (go to Question 10)
5 - Other _____

9. INTERVIEWER: (ASK ONLY OF JULY VICTIMS, COURT AND PROPERTY SAMPLE (12)

It has been several months since this incident happened. Can you tell me if you have recovered from the incident? Would you say that you are:

1 - Still extremely upset about it
2 - Still very upset about it
3 - Still mildly upset about it
4 - It does not bother me anymore
5 - Other _____
9 - Do not know
0 - Not applicable

10 a. As you know, the main purpose for conducting this study whether more could have been done, or should have been done, or should have been done by the community to help people who have gone through something like this. Basically, we want to find out if there were ways the community or the police could have helped to lessen the impact of the incident.
First, I would like you to think back to the period immediately after the incident - say the first few hours after - can you recall any kind of help you could have used at that time that was not immediately available? Anything at all..... Anthing else?

(FOR EACH KIND OF HELP MENTIONED, ASK) How were you able to resolve this problem? Did the police help you, a social service agency (eg.hospital), did your friends or relatives help you, or did you receive no help from anyone.

(THEN ASK) Were you able to resolve this problem satisfactorily? Would you say you were very satisfied,fairly satisfied, not very satisfied, or not at all satisfied with the attention you received for this problem?

(GIVE RESPONDENT AN OPPORTUNITY TO VOLUNTEER ITEMS, THEN SUGGEST ANY OF THE FOLLOWING THAT APPEAR APPROPRIATE, GIVEN THE CONTEXT OF THE INCIDENT AND THE CIRCUMSTANCES OF THE RESPONDENT).

b. What about.....? Did you have any need for help of this kind that was not immediately available? If yes, ask how it was resolved and satisfaction with resolution - as above.

EXAMPLES TO MENTION

a. Emergency repairs (to windows and doors) to secure home.
b. Emergency transportation (e.g., to hospital).
c. Emergency financial aid until banks open, etc.....
d. Help or advice on, (for example, how to get property back) or on contacting insurance companies, credit card companies, etc.
e. Someone to stay with you to provide immediate security.

.../4

f. Someone to talk to for awhile after police had left (until calmed down).

g. Someone to advise you on how and where to get help (for example, from social service agencies).

h. Greater police concern and attention to your case.

i. Information about the progress of your case.

j. Crime prevention information so this type of thing would no happen again.

k. Other (specify)_____

11 a. (INTERVIEWER: ASK ONLY OF JULY VICTIMS, COURT AND PROPERTY SAMPLE)

Now I would like you to think about the weeks and months after the incident. Can you recall any kind of help you might have used during that period that was not immediately available? Anything at all?..... Anything else?

(FOR EACH KIND OF HELP MENTIONED, ASK) How were you able to resolve this problem? Did the police help you, a social service agency (hospital), your friends or relatives, or did you receive no help from anyone?

(THEN ASK) Were you able to resolve this problem satisfactorily? Would you say that you were very satisfied, fairly satisfied, not very satisfied, or not at all satisfied with the attention you received for this problem?

(GIVE RESPONDENT AN OPPORTUNITY TO VOLUNTEER ITEMS, THEN SUGGEST ANY OF THE FOLLOWING THAT APPEAR APPROPRIATE, GIVEN THE CONTEXT OF THE INCIDENT AND THE CIRCUMSTANCES OF THE RESPONDENT)

b. What about.....? Did you have any need for help of this kind that was not immediately available? If yes ask how it was resolved and satisfaction with resolution - as above.

EXAMPLES TO MENTION

a. For example, some people have said they wished at times there was someone to call to find out how the investigation or court case was progressing. Do you recall

ever feeling that way about this case?

b. Did you have any problem getting information from your file, information that might be needed for insurance purposes for example?

c. What about an information service to advise you on how to get various kinds of compensation for any losses you might have had. Did you ever feel that you could have used some advice of this kind?

d. Some people have said they could have used some advice on how to prevent this from happening again- perhaps information on how to make the house more burglar proof. Did you ever feel that you could have used some advice on this question?

e. Would you like to have had someone to talk to if the incident was still bothering you, or counselling on how to cope with this kind of situation.

f. Did you ever feel the need for greater police vigilance,(for example, more frequent police patrols in your area?).

g. Other _____

..../6

12. Did the officers who attended your incident talk to you about your rights as a crime victim, or about any services that are available to crime victims? (133)

1 - Yes
2 - No
3 - Can't remember
9 - DK

13. Did the officer/s who attended your incident give any crime prevention information, either verbally or in brochures? (Interviewer: ask for specifics) (134)

1 - Yes, verbal
2 - Yes, brochures
3 - Yes, other _____
4 - No
9 - DK

14 a. At any time after the incident, was there anything that you needed, or wanted to know about your case that prompted you to call the police? (135)

1 - Yes 2 - No (GO TO QUESTION 15) 9 - DK

b. If Yes, why did you need to call? (Allow respondent to answer.)

INTERVIEWER: Code up to 2 responses (136) (137)

1 - To get case number
2 - To give additional information (including property.)
3 - To find out if anyone had been arrested or charged.
4 - Questions about court appearances.
5 - Questions about property return.
6 - Other (e.g., information about laying charges)

_____

_____

15 In your opinion, when do you think crime victims require notification by the police.

	1 - Yes	2 - No	9 - DK	
a. Victims should call for information when they need it, otherwise police should not notify them	1	2	9	(138)
b. When charges are laid or arrest made against a suspect.	1	2	9	(139)
c. When an investigation is continuing, but no charges have been laid.	1	2	9	(140)
d. When a case is considered inactive due to lack of evidence or leads, and no further investigation is being considered.	1	2	9	(141)
e. When property is recovered.	1	2	9	(142)
f. After a period of time, when there has been no property recovered.	1	2	9	(143)
g. Right after an incident to provide victims of property crimes with verification of the incident for insurance purposes.	1	2	9	(144)
h. At the end of court case to inform victims and witnesses of the outcome.	1	2	9	(145)
i. When there is a chance that a crime victim will have to appear as a witness in court.	1	2	9	(146)
j. Other _____	1	2	9	(147)

16 (INTERVIEWER: ASK ONLY IF PROPERTY OFFENSE)

a. Do you remember if you received any correspondence or notification of the incident from the Calgary Police Service? (148)

1 - Yes, letter or card
2 - No
3 - Unsure
9 - DK

→ Go to Question 17

b. If Yes, do you remember whether you found that notification useful? (for example, for insurance purposes) (149)

1 - Yes
2 - No
3 - DK

---

17 a. Do you know whether anyone was charged or arrested over your incident? (150)

1 - Yes, charges/arrest → INCLUDE COURT SUPPLEMENT
2 - No
9 - DK

→ Go to Question 18

b. How did you learn of the charge/arrest? (151)
(Interviewer: Have respondent volunteer information)

1 - It happened right away
2 - Police Officer told me later on (he called or dropped by)
3 - I called the police and found out
4 - I laid a private information
5 - Other (e.g.,) when subpoenaed to court)

18. Was any of your property taken or damaged as a result of this incident? (152)

1 - Yes, taken
2 - Yes, damages
3 - Both taken and damaged

→ INCLUDE PROPERTY SUPPLEMENT

4 - No
9 - DK

---

19. Did you suffer any physical injury as a result of the incident? (153)

1 - Yes, major
2 - Yes, minor

→ INCLUDE ASSAULT SUPPLEMENT

3 - No
9 - DK

---

20. Overall, do you feel that the people you had contact with in the Calgary Police Service were sensitive to your needs in this incident? (154)

1 - Very sensitive
2 - Fairly sensitive
3 - Not sensitive
4 - Not at all sensitive
5 - DK

INTERVIEWER: QUESTIONS 21-27 TO BE ASKED AT END OF INTERVIEW. ASK SUPPLEMENTS BEFORE ASKING PERSONAL HISTORY QUESTIONS. —

Just before we finish, I would like to ask you a few questions about yourself for statistical purposes.

21. 1 - Male 2 - Female (234)

22. In what year were you born? (Interviewer: code for corresponding age)

1 - Under 18 ('64 or later)
2 - 18 to 24 ('57 - '64)
3 - 25 to 39 ('42 - '56)
4 - 40 to 64 ('17 - '41)
5 - 65 or over ('16 or before)

(235)

---

23. In waht kind of residence do you presently live?

1 - Single family residence
2 - Apartment, or duplex, or multi-family home
3 - Rooming house, hotel, etc.
4 - Institution
5 - Other (trailer park, mobile home, etc. _____

(236)

---

24. How long have you lived at this residence?

1 - less than 6 months
2 - 6 months to 1 year
3 - over 1 year to 3 years
4 - over 3 years to 5 years
5 - over 5 years

(237)

---

25. What is your present marital status:

1 - Married
2 - Widow/widower
3 - Divorced or separated
4 - Common law
5 - Single
6 - Other _____
No Answer

(238)

---

26. Have you moved since the incident we have been talking about?

1 - Yes 2 - No 9 - DK

(239)

---

27. What is your occupation?_____

What exactly do you do in your job?_____

_____ _____

(240-241)

ASSAULT SUPPLEMENT

A1 a. You said a little earlier that you suffered some physical injury as a result of the incident. Because of this injury, did you lose any money, or have to spend any of your own money? (Give examples, extra medical expenses, loss of wages, clothing) (155)

1 - Yes → b.
2 - No, 9 - DK → GO TO QUESTION A4

b. If yes, what were the expenses you incurred?

	Yes	No	
1 - Extra medical expenses (not covered by insurance or Alberta Health Care)	1	2	(156)
2 - Loss of Wages	1	2	(157)
3 - Clothing	1	2	(158)
4 - Other _____	1	2	(159)

c. If yes, did you apply to receive compensation for these expenses? (160)

1 - Yes → d.
2 - No, 9 - DK → GO TO QUESTION A4

d. If yes, where did you apply for this compensation and was it successful?

SOURCE	SUCCESSFUL	UNSUCCESSFUL	
Unemployment Insurance	1	2	(161)
Workman's Compensation	1	2	(162)
Alberta Crimes Compensation	1	2	(163)
Restitution Court Ordered	1	2	(164)
Mediation with offender	1	2	(165)
Other _____	1	2	(166)

GO TO QUESTION A4

e. If successful, did the compensation cover your out-of-pocket expenses? (167)

1 - All of it
2 - Most of it
3 - Some of it
4 - None of it
5 - Too early
9 - DK

A2 What was the length of time between the incident and when you received compensation? Interviewer: Have respondent volunteer. Specify in weeks, months)

1 - Right away
2 - 1 to 2 weeks
3 - 3 to 4 weeks
4 - +1 month to 3 months
5 - Over 3 months
6 - Too early
9 - Don't know

(168)

A3 a. Overall, would you say you are satisfied with the compensation you received?

1 - Very satisfied
2 - Fairly satisfied
→ GO TO QUESTION A4

(169)

3 - Not very satisfied
4 - Not at all satisfied
9 - Don't know

b. If not, very, or not at all (3 or 4), why were you not satisfied?

1 - Not enough money
2 - Too long to get money
3 - Too much trouble getting it, bureaucracy, red tape, forms etc.
4 - Other _____

(170)

A4 a. Are familiar with Alberta Crimes Compensation? (Interviewer: Respondent must have at least a basic understanding of the program - not just recognize the name - check with information provided).

1 - Yes
2 - No
3 - Don't Know

(171)

b. If yes, do you think you might have been eligible to apply for monetary compensation from them?

1 - Yes
2 - No
3 - Don't know

(172)

PROPERTY SUPPLEMENT

B1 You said earlier that some of your property was taken/damaged in this incident.

a. What were the items that were taken/damaged?

1 - Television/sound equipment
2 - Jewellery
3 - Furs
4 - Money
5 - Stamps, coins
6 - Other _____
9 - DK

(212)

b. What was the total value of the items taken/damaged?

1 - Under $25
2 - $26 to $100
3 - $101 to $500
4 - $501 to $1000
5 - $1000 and more
9 - DK

(213)

B2 a. Was this property insured?

1 - Some of it
2 - All of it
3 - None of it → Go to Question B3 a.
9 - DK

(214)

b. Did you make an insurance claim against the loss/damage?

1 - Yes 2 - No → Go to Question B3a.

(215)

c. Were you satisfied with your insurance settlement for the loss/damages?

1 - Very satisfied
2 - Fairly satisfied
3 - Not very satisfied
4 - Not at all satisfied
5 - Too early
9 - DK

(216)

d. Did it cover all your losses/damages?

1 - All of the losses/damages
2 - Some of the losses/damages
3 - None of the losses/damages
9 - DK

(217)

B3 a. Was any of your property recovered by the Calgary Police Service?

1 - All of it
2 - Most of it
3 - Some of it
4 - None
5 - Haven't been told (don't know)
6 - Damaged, not taken
7 - Property recovered at time of incident, not taken by Police

If 4,5,6,7, Go to Question B7

(218)

b. How did you learn that property was recovered?

1 - Police called me and/or came to residence
2 - I called Police and found out
3 - Received a letter from the Police Department
4 - Other (e.g. found out in court

(219)

B4 a. Was the property used as evidence (or as an exhibit) in court?

1 - Yes ..... INCLUDE COURT SUPPLEMENT
2 - No
9 - DK
0 - NA

(220)

b. Was the property photographed and returned to you before it was used in court?

1 - Yes
2 - No
9 - DK

(221)

B5 Did you encounter any difficulties or problem in the return of your property? (FIRST ASK FOR VOLUNTEERED COMMENTS). I will mention several possible problems and you can tell me whether you had considerable difficulty, some difficulty, or no difficulty.

	1 - Considerable difficulty or problem	2 - Some difficulty or problem	3 - No difficulty or problem	9 - DK	
a. Finding property room (Did that present a problem?)	1	2	3	9	(222)
b. Property Room office hours	1	2	3	9	(223)
c. Staff courteous	1	2	3	9	(224)
d. Parking	1	2	3	9	(225)
e. Getting property home (e.g. no vehicle)	1	2	3	9	(226)
f. Getting property to your car	1	2	3	9	(227)
g. Length of time between recovery and return	1	2	3	9	(228)
h. Other_____	1	2	3	9	(229)

B6 Can you tell me how long it was in weeks between the time you were told the property was recovered by the Police, and when it was released to you?

1 - two weeks or under
2 - two weeks to one month
3 - 1 to 3 months
4 - Over 3 months
5 - Over 6 months
6 - Not returned (could not identify)
7 - Recovered by Police but not yet returned
8 - Got property back immediately from culprit
9 - Don't know

(230)

B7 a. Since the incident, have you taken any measures to improve the security of your premises or property?

1 - Yes
2 - No, but I plan to → (Go to Question B7 b) (231)

3 - No
9 - DK → SUPPLEMENT FINISHED

b. What specifically have you done (or do you plan to do)?

1 - Improved security of doors (installation of new locks) (233)
2 - Improved security of windows (bars or locking devices)
3 - Installation of alarm system
4 - Lighting equipment (outside flood lights, timers)
5 - Increased insurance
6 - More caution used, but no specific measures
7 - Combination of 1-6
8 - Moved

COURT SUPPLEMENT C1

C1 Were you supoenaed to appear in court as a witness? (173)

1 - Yes
2 - No
9 - DK

C2 a. In all, how many times were you asked to come to court? (174)

1 - 1
2 - 2
3 - 3
4 - 4
5 - 5
6 - over 5
9 - DK

b. How many times did you appear and give evidence? (175)

0 - 0
1 - 1
2 - 2
3 - 3
4 - 4
5 - 5
6 - 6 and over
9 - DK

C3 a. Were you sent any information to help you with your court appearance, or did anyone tell you ahead of time what you could expect or what to do when you got to court? (176)

1 - Yes, subpoena only
2 - Yes, supoena and other information
(e.g. from brochures, lawyer, prosecutor, court clerks)
3 - No
4 - Other _____
9 - Don't Know

b. Who sent it (told you)? (177)

1 - Police
2 - Witness Central
3 - Crown Prosecutor
4 - Other _____

c. What was it?(Prompt respondent) (178)

1 - Verbal advice
2 - Brochures
3 - Other _____

C4 Did you have any difficulties or problems concerning your court appearance? (179)

	9 - DK	1 - Yes, considerable difficulty	2 - Yes, some difficulty	3 - No difficulty	
1. Knowing what to expect when you got there (i.e. where to wait, whether to report in, etc.)		1	2	3	9 (180)
2. Knowing what to expect about testifying		1	2	3	9 (181)
3. Adequate time to make arrangement to come to court		1	2	3	9 (182)
4. Transportation to and from court		1	2	3	9 (183)
5. Childcare		1	2	3	9 (184)
6. Parking-payment		1	2	3	9 (185)
7. Parking-finding it		1	2	3	9 (186)
8. Finding courtroom		1	2	3	9 (187)
9. Comfort of waiting area		1	2	3	9 (188)
10. Convenience of court scheduling		1	2	3	9 (189)
11. Treatment by Crown Prosecutors		1	2	3	9 (190)
12. Treatment by Defense Attorney		1	2	3	9 (191)
13. Treatment by other court officials		1	2	3	9 (192)
14. Facing the offender, either inside or outside the courtroom		1	2	3	9 (193)
15. Length of waiting time for court case		1	2	3	9 (194)

C5 a. Was any of your property either stolen or damaged in this incident?

1 - Yes 2 - No 9 - Don't know → GO TO QUESTION C6 (194)

b. If Yes, was it ever suggested to you to apply for restitution through the courts?

1 - Yes 2 - No 9 - Don't know → GO TO QUESTION C6 (195)

c. If yes, did you apply for the restitution?

1 - Yes 2 - No 9 - Don't know → GO TO QUESTION C6 (196)

d. If yes, were you awarded restitution?

1 - Yes 2 - No 9 - Don't know (197)

C6 a. Did you incur any costs in lost pay, child care expenses transportation, for example, because of your court appearance?

1 - Yes (198)
2 - No
9 - DK

b. If Yes, can you estimate how much cost you incurred and for what reason? (199)

Amount Reason (200)

_____

_____

C7 a. Were you paid for your court appearance? (Note: subpoenaed persons, who appear, get paid, even if they are not called to testify. It usually takes 14 days for payment - $20.00) (201)

1 - Yes
2 - Claim has been made, but not yet received
3 - No, no claim
9 - Don't know

b. If no, why not?

1 - Didn't know
2 - No one told me
3 - Takes too long
4 - Didn't know where to go
5 - Forgot to claim
6 - Other _____
8 - No answer
9 - DK

(202)

C8 Were you apprehensive about being around, or fear retaliation from the "accused".

1 - Yes
2 - No
9 - DK

(203)

C9 a. Has this case been completed?

1 - Yes 2 - No 9 - Don't know

(204)

b. If yes, were you notified about the outcome of the case?

1 - Yes
2 - No
3 - NA (too early)
9 - DK

(205)

c. If no, would you like to have been notified about the outcome?

1 - Yes
2 - No
3 - Don't care
9 - DK

(206)

C10 Did you feel that you were unnecessarily inconvenienced because you were subpoenaed as a witness?

1 - A lot
2 - A little
3 - No
4 - Not at all
9 - Don't Know

(207)

C11 Do you feel that justice was carried out in your case?

1 - Yes
2 - No
3 - Unknown result
9 - DK

(208)

C12 If the circumstances called for it, would you be willing to appear in court as a witness in the future?

1 - Yes
2 - No
3 - Other (specify) _____
9 - DK

(209)

C13 Do you have any recommendations or suggestions as to how to make appearing as a witness in a court case easier for the witness? (Probe for suggestions)

Interviewers Code 2 responses

1 - Court preparation
2 - Babysitting, parking, transportation
3 - Better treatment by officials
4 - Services at court
5 - Other (specify) _____
6 - No Suggestions
7 - Not to face accused
9 - DK

(210)

(211)

APPENDIX 2

SOCIAL AGENCY QUESTIONNAIRE

1. A. Agency name _____

   B. Agency address _____

   _____

   C. Agency Director _____

2. A. Program name _____

   B. Program address _____

   _____

   C. Program Director (or contact person) _____

   D. Program Tel. # _____

3. What are the goals of this program? (If a written statement is available, you may attach a copy).

   Goals as they pertain to the client _____

   _____

   _____

   _____

   _____

   _____

   Goals as they pertain to the program _____

   _____

   _____

   _____

4. Do you have any particular philosophy which you feel makes your program unique?

   _____

   _____

5. How is your program funded?

_____ Government grants (federal/provincial/municipal)

_____ Government contracts, i.e. caseload determined (federal/provincial/municipal)

_____ Private funding (eg. United Way, donations, foundation grants)

_____ Other (Please specify)

6. How many people do you have on staff?

Service Delivery	Administrative
_____ full time	_____ full time
_____ part time	_____ part time

7. Do you run a volunteer service? _____ Yes How many ? _____

_____ No

8. What are your hours of operation? _____

Do you have a 24-hour service? _____

9. Can you estimate the number of clients your program has served in 1980?

_____

10. What are the services that your program provides for clients?

		Often	Occasionally
_____	Counselling	_____	_____
_____	Individual	_____	_____
_____	Family	_____	_____
_____	Financial	_____	_____
_____	Legal	_____	_____
_____	Financial assistance	_____	_____
_____	Legal Representation	_____	_____
_____	Medical assistance	_____	_____
_____	Housing	_____	_____
_____	Household management	_____	_____
_____	Transportation	_____	_____
_____	Life Skills programs	_____	_____

5. How is your program funded?

_____ Government grants (federal/provincial/municipal)

_____ Government contracts, i.e. caseload determined (federal/provincial/municipal)

_____ Private funding (eg. United Way, donations, foundation grants)

_____ Other (Please specify)

6. How many people do you have on staff?

Service Delivery	Administrative
_____ full time	_____ full time
_____ part time	_____ part time

7. Do you run a volunteer service? _____ Yes How many ? _____

_____ No

8. What are your hours of operation? _____

Do you have a 24-hour service? _____

9. Can you estimate the number of clients your program has served in 1980?

_____

10. What are the services that your program provides for clients?

	Often	Occasionally
_____ Counselling	_____	_____
_____ Individual	_____	_____
_____ Family	_____	_____
_____ Financial	_____	_____
_____ Legal	_____	_____
_____ Financial assistance	_____	_____
_____ Legal Representation	_____	_____
_____ Medical assistance	_____	_____
_____ Housing	_____	_____
_____ Household management	_____	_____
_____ Transportation	_____	_____
_____ Life Skills programs	_____	_____

10. Cont'd

	Often	Occasionally
_____ Referral to other Agencies	_____	_____
_____ Other (Specify)	_____	_____

11. A. What is your targeted client Population? _____

_____

B. Is there any criteria for admission to your program or for service delivery? If so, please list.

_____No _____ Yes (Specify) _____

_____

12. Can you give me some examples of typical cases.

1. _____

_____

_____

_____

2. _____

_____

_____

_____

_____

13. How do clients come to your program? Check as many as applicable and circle the most common intake method.

_____ referral by social service agencies

_____ referral by Police (Municipal or RCMP)

_____ legal requirements

_____ outreach by your program

_____ other (Specify) _____

14. Is there any waiting time for clients to be admitted into your program?

_____ Yes

_____ No

_____ Often

_____ rarely

15.A. Does your program offer any services that you think might be appropriate for victims of crime, or the families of sudden death occurrences or serious traffic accidents?

____ Yes

____ No

____ Don't know

B. If so, what are they?

____ Counselling_____

____ Individual _____

____ Family _____

____ Financial Legal _____

____ Legal _____

____ Financial assistance _____

_____

____ Legal Representation _____

_____

____ Medical assistance _____

_____

____ Housing _____

_____

15. B. Cont'd

_____ Household management _____

_____

_____ Transportation _____

_____

____ Life-Skills programs _____

_____

____ Referral to other agencies _____

_____

____ Other (Specify) _____

_____

16. A. Have you ever provided services for clients in the situations mentioned above (15a)?

_____ Often

_____ sometimes

_____ rarely

_____ never

_____ don't know

16. B. How are such cases handled? Could you give me a few examples.

_____

_____

_____

_____

_____

17. A. Approximately what percentage of your caseload involves such situations?

_____

B. Is there a waiting list ? ___ Yes, ____No, ___Often, ___Rarely

18. Do you ever have requests for services for the above-mentioned population?

_____ Yes

_____ No

_____ Don't know

19. Are you planning to provide services for this population?

____ Yes

____ No

____ Possibly

____ Don't know

20. Do you think that victim needs are adequately served by the Calgary Police and area social service agencies?

_____

_____

_____

_____

21. Do you charge clients for your services? If yes, how much?

____ Yes If yes, How much? _____

____ No

22. Could you describe some of the personal characteristics of your clients?

Age _____

Sex _____

Marital status _____

Ethnicity _____

23. Do you know of any other programs in Calgary that provide the types of services that might be needed by 'victims'?

_____

_____

_____

_____

24. If we wished to make a referral to your agency, whom should we call?

_____

_____

_____

_____

_____

APPENDIX 3

PROGRAM DESCRIPTIONS

PROGRAM NAME:	A.I.D. Centre
(SPONSORING AGENCY:)	City of Calgary
PROGRAM ADDRESS:	205 - 8 Ave. S.E. Calgary, Alta.
TELEPHONE:	268-4656
CONTACT PERSON :	E.R. Benny
PROGRAM GOALS:	To give information and direction to Calgary citizens and others about services and rights available to them and to provide information and referral to citizens requiring assistance in reaching appropriate services or resources.
SERVICES TO CRIME VICTIMS:	• To provide appropriate referral to social service agencies (e.g. Legal Aid, Calgary Legal Guidance) • To provide information and contact with home-makers and home care services • To handle enquiries about landlord and tenant rights and obligations and to interpret the Landlord and Tenant Act • To provide certain forms and documents (at cost) to such as Residential Tenancy Agreement, Accomodation Inspection Report, Security Deposit, Statement of Account, Rent Increase Notice, Landlord and Tenant Notice to Vacate, Application for Rental Accomodation, and the Landlord and Tenant Act.
HOURS OF OPERATION:	8:00 a.m. to 4:30 p.m. Weekdays
AREA SERVED:	Calgary
FEES:	None
TARGET CLIENT POPULATION:	Citizens of Calgary and area (also Forest Lawn Multi Service Centre specializing in information and referral to services in Forest Lawn and surrounding communities).
VOLUNTEER SERVICE:	No
CONTACT METHOD:	268-4656

PROGRAM NAME:	Alberta Crimes Compensation Board
(SPONSORING AGENCY:)	Province of Alberta
PROGRAM ADDRESS:	4th Floor, Madison Bldg. 9919 - 105 St. Edmonton, Alta. T5K 2E8
TELEPHONE:	261-6161 (Rite No.)
CONTACT PERSON:	Ernest S. Watkins, Q.C., Chairman
PROGRAM GOALS:	To compensate victims of violent crime for most expenses incurred because of some direct personal injury resulting from a violent crime. Compensation is provided for expenses not otherwise covered by insurance.
SERVICES TO CRIME VICTIMS:	Applications are reviewed by the Board and qualifying claimants are notified of date and location of their hearings. The three-man board holds hearings throughout the province to review claims and accept evidence which is given under oath. Following the hearing, the Board reviews the case and decides whether compensation can be awarded. Applicants are notified in writing of board's decision. If successful, full details of the award are provided.
HOURS OF OPERATION:	8:30 p.m. - 4:30 p.m., Monday - Friday
AREA SERVED:	Alberta
FEES:	None
CRITERIA FOR ADMISSION:	• Crime must have occurred in Alberta • Incident must have been reported to the police. • Claim must be made within one year. • Claim must be over $100. Maximum award $10,000.00. • If required by Board, applicant must consent to medical examination and allow board to verify statements made to it. • Claims for property damage not eligible with the exception of damage to clothing, or eyeglasses worn at the time of injury.
TARGET CLIENT POPULATION:	People injured as a result of a violent crime that occurs in Alberta.

VOLUNTEER SERVICE: No

CONTACT METHOD: 427-7217 (Edmonton) For Calgary, call 261-6161 (Rite Operator) and ask for Alberta Crime Compensation Board.

PROGRAM NAME:	Alberta Human Rights Commission
(SPONSORING AGENCY):	Government of Alberta
PROGRAM ADDRESS:	1253, 633 - 6 Ave. S.W. Calgary, Alberta T2P 2Y5
TELEPHONE:	261-6571
CONTACT PERSON:	Elva Rowland, Director of Southern Region
PROGRAM GOALS:	• To promote equality and equal treatment of all people in Alberta; to reduce discrimination and to foster treatment of persons as individuals, not as according to assumed group traits. • Investigative goals - to investigate complaints of alleged discrimination under the Individual's Rights Protection Act, mainly in the areas of employment, tenance and services. • Educational goals - to promote the philosophy and provisions of the Individual's Rights Protection Act and the Alberta Bill of Rights.
SERVICES TO CRIME VICTIMS:	• In the jurisdiction of employment, tenancy and services, the Commission will investigate, objectively, complaints of discrimination because of a person's race, color, ancestry, place of origin, sex, religious beliefs, marital status, physical characteristics or age. • The Commission will help resolve discriminatory issues or practices through conciliation. The Commission may provide legal representation for a complainant when a case is heard before a Board of Inquiry.
HOURS OF OPERATION:	8:00 a.m. to 4:30 p.m. Monday - Friday (taped messages may be left after hours).
AREA SERVED:	Alberta (Calgary office services all areas south of Red Deer).
FEES:	None
TARGET CLIENT POPULATION:	Those who have reasonable grounds to believe they have been discriminated against or those who are aware of discrimination against other people or groups. Cases are restricted to the areas of tenancy, employment, services, signs and notices, trade unions and occupational associations.
VOLUNTEER SERVICE:	No
CONTACT METHOD:	261-6571

PROGRAM NAME:	Calgary Community Support Services for Seniors
PROGRAM ADDRESS:	505 - 11 St. S.W. Calgary, Alberta T2P 2G3
TELEPHONE:	266-3466
CONTACT PERSON:	Ms. Terry Shaw, Coordinator
PROGRAM GOALS:	To encourage and help older citizens in Calgary to remain independent in their homes.
SERVICES TO CRIME VICTIMS:	• Friendly Visiting - long or short term. Personal contact between senior citizens and volunteers, aimed primarily at bringing the warmth of personal contact and friendship to those who need it. Structure of visit or time is decided by participants, but three hours per week is expected from volunteers. • Telephone Reassurances - On a long or short term basis, daily telephone calls are made at an appointed time to check on the well-being of the recipent living alone. • Transportation service is available on a request basis to those unable to use public transportation services. Volunteers provide transportation.
HOURS OF OPERATION:	Office Hours: 9:00 a.m. - 4:00 p.m. (Mon., Wed., Fri.) Answering service at all other times. Telephone or visiting time is decided by volunteers and seniors receiving services.
AREA SERVED:	Calgary
FEES:	None
TARGET CLIENT POPULATION:	Senior Citizens.
VOLUNTEER SERVICE:	Yes, programs are staffed by volunteers.
CONTACT METHOD:	266-3466

PROGRAM NAME:	Alberta Social Services and Community Health (Social Assistance)
(SPONSORING AGENCY:)	Province of Alberta
PROGRAM ADDRESS:	1520 - 4 St. SW Room 500 Calgary, Alta. T2P 1H5
TELEPHONE:	261-8216
CONTACT PERSON:	Mr. Kay Wood
PROGRAM GOALS:	• To provide financial help for people who do not earn enough to meet their basic needs. • To provide rehabilitation and employment services to help people become productive and independent. • Based, on need, to provide assistance to the aged, single parent families, the physically and mentally ill and the unemployed employable.
SERVICES TO CRIME VICTIMS:	• To provide assistance in obtaining legal representation for battered wives and others suffering physical abuse. • To provide accommodation for abused women (Calgary Women's Emergency Shelter) and the elderly. • To refer persons with specific problems to appropriate social service agencies. • Under certain circumstances, to provide emergency financial assistance or accommodation to individuals or families in desperate need (i.e., without food or shelter).
HOURS OF OPERATION:	8:15 a.m. - 4:30 p.m. (Mon. - Fri.) Crisis Unit - 24 hour service
AREA SERVED:	Alberta residents primarily, but assistance is available to all Canadian residents.
FEES:	None
TARGET CLIENT POPULATION:	Services available to all.
VOLUNTEER SERVICE:	No
CONTACT METHOD:	Clayburn District Office (Forest Lawn) 261-2550 North Calgary District Office (Foothills) 261-7194 Willow Park Centre (South Calgary) 261-7370 Alberta Place District Office (Central) 261-8500 Ranchlands Office - (Northwest) 261-7485

PROGRAM NAME:	Calgary Family Service Bureau
PROGRAM ADDRESS:	Community Services Building 120 - 13 Ave. S. E. Calgary, Alta. T2G 1B3
TELEPHONE:	233-2370
CONTACT PERSON:	Don Karst
PROGRAM GOALS:	To provide marriage, family and individual counselling to those in need. Counselling covers a wide range of services, not specific to certain areas.
SERVICES TO CRIME VICTIMS:	• The Bureau does not provide services specifically directed at crime victims, however, if, as a result of a criminal act, accident or sudden death, an individual or family can benefit from counselling, it will be provided. • Homemaker service will provide qualified persons to care for an individual or family in time of crises - service is subject to availability of homemakers and may be on a temporary live-in basis, during part or all of a working day, or on a long-term periodic part-time basis.
HOURS OF OPERATION:	8:30 a.m. to 5:00 p.m.
AREA SERVED:	Calgary and area.
FEES:	Based on a sliding scale.
TARGET CLIENT POPULATION:	• Individuals and families in need of counselling. • Individuals and families in need of home making service.
VOLUNTEER SERVICE:	No
CONTACT METHOD:	Call "Intake" at 233-2370 Homemaker Service - 233-2380

PROGRAM NAME:	Calgary Immigrant Aid Society
PROGRAM ADDRESS:	#310, 223 - 12 Ave. S.W. Calgary, Alta.
TELEPHONE:	265-1120
CONTACT PERSON:	Yvette Knott
PROGRAM GOALS:	To facilitate access to services available in the Calgary area for immigrants recently located in the Calgary area. The Society also attempts to promote understanding of immigrants and adaptation to the Canadian culture for immigrants, and alternately, to promote understanding by Canadians of the cultures of immigrant ethnic groups.
SERVICES TO CRIME VICTIMS:	• Individual and family counselling. • Information services about health, education and community services. • Information is available and/or arrangements made for legal representation. • Home visiting service by volunteers. • Information and/or arrangement for housing. • Translation service, document interpretation and assistance in completing forms. • Referral to other community services.
HOURS OF OPERATION:	8:30 a.m. - 4:30 p.m. (after hours - recorded telephone messages)
AREA SERVED:	Calgary area
FEES:	None
TARGET CLIENT POPULATION:	Recent immigrants to the Calgary Area.
VOLUNTEER SERVICE:	Yes
CONTACT METHOD:	265-1120

PROGRAM NAME: Calgary Legal Guidance

PROGRAM ADDRESS: 100, 1015 Centre St. N.
Calgary, Alta.
T2E 2P8

TELEPHONE: Office - 265-5545

Dial-A-Law Tape Library
265-5020 (Calgary and area)
1-800-332-1091 (Toll-Free)

CONTACT PERSONS: Ms. Gwen Willman, Executive Director

PROGRAM GOALS:

- To provide advice and assistance to those who are not eligible for legal aid and/or do not have sufficient resources to retain the services of a lawyer.
- To promote public awareness of legal issues through an education program in the Province of Alberta.

SERVICES TO CRIME VICTIMS:

- To provide people who are in need, with an opportunity to confidentially discuss their legal problems with a lawyer and to receive legal advice. Areas covered include counselling on family law, criminal law, landlord-tenant disputes, small claims court, among others, but does not include all areas of civil law.
- To provide, regular "Legal Advice Clinics" at various locations in Calgary. Clinics are advertised and appointments required.
- To provide information workshops and TV programs which discuss specific areas of law.
- To publish pamphlets dealing with various legal topics.
- To provide pre-recorded information on commonly asked legal questions, through the Dial-A-Law Tape Library.

HOURS OF OPERATION: 8:30 a.m. - 5:00 p.m. (Mon. - Fri.) by appointment only
7:00 p.m. - 8:30 p.m. (Mon. - Thurs.) by appointment only
Dial-A-Law (10:00 a.m. - 6:00 p.m., Mon. - Fri.)

AREA SERVED: Clinical Program - Calgary and area

Educational Program - Province of Alberta

FEES: None

CRITERIA FOR ADMISSION:	Clients who do not have the financial resources to retain the services of a lawyer - for the Clinical Program only.
TARGET CLIENT POPULATION:	Those with legal problems.
VOLUNTEER SERVICE:	Yes - Calgary Lawyers volunteer.
CONTACT METHOD:	Call 265-5545 for appointment

PROGRAM NAME:	Police Crisis Unit
(SPONSORING AGENCY:)	Calgary Police Service
PROGRAM ADDRESS:	316 - 7 Ave. S. E. Calgary, Alta.
TELEPHONE:	273-1888
CONTACT PERSON:	Candice Skrapec
PROGRAM GOALS:	• To provide, when called upon by police officers, immediate expert assistance in assessing and intervening in crisis. • To assist police officers, through on-the-scene counselling, in dealing with crises of a socio-psycho nature, thereby reducing officers' time at the crisis and/or reducing the number of call backs.
SERVICES TO CRIME VICTIMS:	Crisis workers, on call 24 hours per day, respond to police officer requests for assistance in dealing with any crisis situation whether it be a domestic situation, suicide, (an attempted suicide), or an accidental death, by attending at the scene of the incident and remaining until the situation is stabilized. Staff make referrals to social service agencies (e.g. mental health agencies, government agencies) to facilitate permanent solutions to client problems.
HOURS OF OPERATION:	24 hour service
AREA SERVED:	Calgary
FEES:	None
TARGET CLIENT POPULATION:	All persons in crisis situations.
VOLUNTEER SERVICE:	None
CONTACT METHOD:	273-1888 (Ask for Police Crisis Unit personnel.)

PROGRAM NAME:	The Senior Citizen Safety and Security Program
(SPONSORING AGENCY:)	Calgary Police Service
PROGRAM ADDRESS:	Communities Services Section 215 - 16 Ave. N. E. Calgary, Alta.
TELEPHONE:	268-5980
CONTACT PERSON:	Cst. B. Vanderbeek
PROGRAM GOALS:	• To provide services to one segment of the population (the elderly) that requires special attention. • Through crime prevention programs, to educate seniors in safety on the street and home security and to provide information about fraud that may affect senior citizens. • To help senior citizens who are having, or have had problems of a police nature.
SERVICES TO CRIME VICTIMS:	• To make site visits where needed to senior citizen homes or residential institutions to provide security checks or to deliver crime prevention programs. • To provide senior citizens with advice on preventative security measures for their residences and persons. • To provide vacant house checks when required. • To be a visible patrol in areas where seniors are congregating. • To assist in light timer installation.
HOURS OF OPERATION:	Calgary Police Service - 24 hour operation - 268-2311. (Senior Citizen Safety and Security Program - 268-5980)
AREA SERVED:	City of Calgary
FEES:	None
TARGET CLIENT POPULATION:	Senior Citizens
VOLUNTEER SERVICE:	No
CONTACT METHOD:	268-5980

PROGRAM NAME:	Race Relations Unit
(SPONSORING AGENCY:)	Calgary Police Service
PROGRAM ADDRESS:	215 - 16 Ave. N. E. Calgary, Alta.
TELEPHONE:	268-5980
CONTACT PERSON:	Sgt. Lanny Fritz
PROGRAM GOALS:	To improve relations between the police and ethnic groups by explaining the police position to ethnic communities where it may not be adequately understood and alternately by explaining the ethnic communities' position to the police to improve their appreciation of the ethnic viewpoints.
SERVICES TO CRIME VICTIMS:	• Presentation of crime prevention programs geared to ethnic groups • Personal advice and consultation with individuals and groups who are or have been involved with the Calgary Police Service. • Regular contact with ethnic group leaders to promote mutual understanding and to coordinate efforts in law enforcement and crime prevention. • Presentations or lectures to ethnic groups on matters of mutual interest.
HOURS OF OPERATION:	Calgary Police Service - 24 hour service C.P.S. Race Relations Unit - 8:00 a.m. - 4:30 p.m. Monday to Friday Chinatown Office open between 8:00 a.m. and 4:30 p.m. Monday to Friday (walk in or by appointment)
AREA SERVED:	City of Calgary
FEES:	None
TARGET CLIENT POPULATION:	Ethnic groups in Calgary
VOLUNTEER SERVICE:	No
CONTACT METHOD:	Call 268-5980, ask for Race Relations Unit - Sergeant L. Fritz.

PROGRAM NAME:	Calgary Sexual Assault Centre
PROGRAM ADDRESS:	#202, 723 - 14 St. N.W. Calgary, Alta. T2N 2A4
TELEPHONE:	283-1151
CONTACT PERSON:	Debbie Bruckner and Wendy Smith
PROGRAM GOALS:	• To make the experience of sexual assualt as bearable as possible for the victim by providing her/him with emotional support and services immediately after the incident and for as long as support is needed. • To maintain a 24-hour crisis line for sexual assault victims. • To increase public awareness through an educational program on sexual assault issues directed toward groups, schools, and other segments within the population who come into contact with victims (e.g., the police, medical and legal personnel) and to the media.
SERVICES TO CRIME VICTIMS:	• Crisis intervention related to any type of sexual offense and personal support as soon as possible after victimization. • Individual and family counselling for sexual assault victims. • Information about what a victim can expect regarding medical and legal procedures following victimization. • Escort services where needed by victim. • Information about sexual assualt prevention (e.g., through presentations and pamphlets). • Other services include - Past Victims of Incest Group counselling program - Counselling for family and close friend of sexual assault victim.
HOURS OF OPERATION:	24 hour service
AREA SERVED:	Calgary district
FEES:	None
TARGET CLIENT POPULATION:	Sexually assaulted women, men and children, groups or individuals seeking information about sexual assault issues.

VOLUNTEER SERVICE: Yes - volunteers accept calls, provide crisis intervention, deliver direct services, and provide public education.

CONTACT METHOD: 283-1151

PROGRAM NAME:	Calgary Women's Emergency Shelter
PROGRAM ADDRESS:	938 - 15 Ave. S. W. Calgary, Alta. T2R OS3
TELEPHONE:	245-5901
CONTACT PERSON:	Patti Dixon (245-4442)
PROGRAM GOALS:	• To help battered women, women with children, and women alone, in time of crisis by providing temporary accommodation and meals. • To provide follow-up and support services for women (and their children) both while in residence and after their stay at the shelter.
SERVICES TO CRIME VICTIMS:	• Individual counselling to assist women to deal with their problems and to encourage their self-determination by providing information and discussions of possible options. • Referral to services that provide legal representation, and legal information on a one to one basis in shelter. • temporary food and lodging for battered and other women in crisis situations (with children, or alone). • Day care for children of the residents while they seek employment or assistance. • Medical advice through weekly visits of public health nurse. • Weekly group self-help sessions to provide follow-up support for former residents. • Al-Anon meeting.
HOURS OF OPERATION:	24-hour service
AREA SERVED:	City of Calgary, but Shelter will accept transient women from other areas if space available.
FEES:	None
TARGET CLIENT POPULATION:	In order of priority: 1. Battered women with children 2. Battered single women 3. Women with children in crisis 4. Women in crisis.
VOLUNTEER SERVICE:	Yes (Follow-up Support Group and Accommodation search)
CONTACT METHOD:	245-5901 (For referrals, prior contact between agencies is advised.)

PROGRAM NAME:	Canadian Mental Health Ass'n.
PROGRAM ADDRESS:	#201, 723 - 14 St. N. W. Calgary, Alberta T2N 2A4
TELEPHONE:	283-7591
CONTACT PERSON:	Gail Parsons (Direct Service)
PROGRAM GOALS:	• To promote positive mental health by providing support for individuals with mental health problems. • To promote research into mental health and to focus public attention on specific mental health concerns thereby acting as a catalyst for change.
DIRECT VICTIM SERVICES:	• Through "Community Friends", to match trained volunteers with a person to provide a caring relationship to those undergoing emotional stress, isolation or lonliness. • Through the Bereavement Program, to provide support for the survivors of a suicide of a relative or close friend. • To meet the needs of families and relatives of the mentally ill through a self-help group.
HOURS OF OPERATION:	8:30 a.m. - 5:00 p.m. (after hours - telephone messages)
AREA SERVED:	Calgary and area (Olds to Claresholm)
FEES:	None
VOLUNTEER SERVICE:	Yes
CONTACT METHOD:	283-7591 (Community Friends - Terry Armstrong Bereavement Program - Gail Parsons)

PROGRAM NAME:	Homemaker Service
(SPONSORING AGENCY:)	Family and Community Counselling Services of Calgary
CONTACT PERSON:	400-320 23rd Avenue S.W. Calgary, Alberta T2S 0J2
TELEPHONE:	233-2380
PROGRAM DIRECTOR:	Denyse Monty, Coordinator
PROGRAM GOALS:	Through a homemaker service, to assist persons or families who need help in their home due to illness, death, aging, desertion or some crisis situation.
SERVICES TO CRIME VICTIMS:	• To provide home upkeep for short periods of time. • To provide, not counselling, but adult company in times of need or crisis. • Homemakers go to client homes on daily, hourly, or live-in basis (four hours minimum).
HOURS OF OPERATION:	8:30 a.m. - 4:45 p.m. (after hours, service is provided through telephone answering service)
AREA SERVED:	City of Calgary
FEES:	Hourly, based on a sliding scale
CRITERIA FOR ADMISSION:	A minimum of four hours service is required.
TARGET CLIENT POPULATION:	The elderly, or families needing homemaker services.
VOLUNTEER SERVICE:	No
CONTACT METHOD:	233-2380 After 4:45 p.m., leave message with answering service.

PROGRAM NAME:	Legal Aid Society of Alberta
(SPONSORING AGENCY):	Law Society of Alberta Dept. of the Attorney General
PROGRAM ADDRESS:	#100, Rocky Mountain Plaza 615 Macleod Trail S.E. Calgary, Alberta T2G 4T8
TELEPHONE:	261-2260
PROGRAM GOALS:	• To provide legal services to persons who have legal problems, but who do not have sufficient funds, assets or income to obtain a lawyer privately. Legal Aid is available in both criminal and civil cases. • In civil cases clients are referred to a lawyer to determine whether or not they have a valid legal problem. If the lawyer's report is favourable, Legal Aid may be granted to them.
SERVICES TO CRIME VICTIMS:	• In criminal cases the Crown acts on behalf of the witness. In civil cases, the Legal Aid Society may appoint Counsel to act on behalf of the plaintiff if the plaintiff is determined to have a valid legal problem and has sufficient resources to hire a lawyer privately. Alternately, the plaintiff is referred to a lawyer in private practice. • In certain circumstances, the Legal Aid Society may appoint Counsel to act on behalf of a client at Alberta Crimes Compensation Board hearings.
HOURS OF OPERATION:	8:30 a.m. - 5:00 p.m. (Mon. - Thurs.) 8:30 a.m. - 4:30 p.m. (Friday)
AREA SERVED:	Calgary region
FEES:	Legal fees set out in tariff to lawyers participating in program. Clients' contribution is dependent on the ability to repay the Society.
VOLUNTEER SERVICE:	No
CONTACT METHOD:	261-2260

PROGRAM NAME:	Motor Vehicles Division - Accident Claims
(SPONSORING AGENCY:)	Government of Alberta
PROGRAM ADDRESS:	4020 Bowness Road N. W. Calgary, Alta. T3B 0A2
PROGRAM TEL. NO.:	283-3321
CONTACT PERSONS:	Harvey Schafer Ron Tunbridge
PROGRAM GOALS:	To provide compensation for damages (property or medical) caused by vehicle accidents not the fault of the claimant. Claims can only be made for damages where not otherwise covered.
SERVICES TO CRIME VICTIMS:	• To assist in making and to accept claims for property damages or medical expenses incurred in a vehicle accident not the fault of the claimant. • To process claims through appropriate channels. • To Inform claimant of the results of the claim. (Examples - Claim may be made when uninsured driver damages property of claimant. Claim may be made by hit-and-run accident victim when the victim's car has no collision coverage.)
HOURS OF OPERATION:	8:15 a.m. - 5:30 p.m. (Mon. - Fri.) 8:15 a.m. - 4:30 p.m. (Sat.)
AREA SERVED:	Alberta
FEES:	None
CRITERIA FOR ADMISSION:	• Claims involving one vehicle not eligible. • Medical claims must have a judgment prior to Motor vehicles claim. • Two separate estimates of property damages must be provided. • Owners of stolen vehicles not eligible to make claims.
VOLUNTEER SERVICE:	No
CONTACT METHOD:	283-3321 - ask for Accident Claims

PROGRAM NAME:	Witness Central Unit
(SPONSORING AGENCY:)	Province of Alberta - Attorney General's Dept.
PROGRAM ADDRESS:	Rocky Mountain Plaza, 15 Floor 615 Macleod Trail S. E. Calgary, Alta.
TELEPHONE:	261-2433
CONTACT PERSON:	Manfred DeLong (Chief Agent)
PROGRAM GOALS:	• To provide the witness who is subpoenaed by the Crown with notification of court date, time and place, to provide, or arrange for services needed by the witness so that he/she will be able to appear in court. (E.g., transportation). • To answer any inquiries the witness may have regarding his/her court appearance.
VICTIM/WITNESS SERVICES:	• To issue subpoenas for crown witnesses required in court. • To provide subpoenaed persons with information regarding court appearances (date, time and place). • To inform witnesses of availability of services such as transportation and travel allowances for out-of-town witnesses, parking fee, transportation costs and babysitting fee reimbursement. • To act as an information centre for witnesses making inquiries regarding their court appearances.
HOURS OF OPERATION:	8:30 a.m. - 12:00 p.m., 1:15 p.m. - 4:30 p.m. Monday - Friday
AREA SERVED:	Southern Alberta
FEES:	None
TARGET CLIENT POPULATION:	All persons subpoenaed for Provincial Court of Court of Queen's Bench, Calgary and and surrounding area.
VOLUNTEER SERVICE:	None
CONTACT METHOD:	261-2433

PROGRAM NAME:	Urban Native Referral
(SPONSORING AGENCY:)	Calgary Native Friendship Society
PROGRAM ADDRESS:	140 - 2nd Avenue S. W. Calgary, Alta.
TELEPHONE:	264-1155
CONTACT PERSON:	Randy Bottle
PROGRAM GOALS:	Through information and service, to meet the needs and help solve the problems native people have when moving from a rural to urban environment.
SERVICES TO CRIME VICTIMS:	Unspecific, but Urban Native Referral attempts to assist native people in any way it can. Urban Native Referral provides a place to go where a broad range of problems can be addressed. (e.g., assistance in finding housing, social gatherings)
HOURS OF OPERATION:	9:00 a.m. - 9:00 p.m. Monday - Friday 9:00 a.m. - 5:00 p.m. - Saturday 12:00 p.m. - 5:00 p.m. - Sunday
AREA SERVED:	Calgary, plus people from surrounding reserves - Sarcee, Stoney, Blackfoot, Blood, Peigan.
FEES:	None
TARGET CLIENT POPULATION:	Natives moving from a rural to an urban environment.
VOLUNTEER SERVICE:	No.
CONTACT METHOD:	264-1155

PROGRAM NAME:	Salvation Army Correctional Services Dept.
(SPONSORING AGENCY:)	The Salvation Army
PROGRAM ADDRESS:	#301, 815 1st Street S. W. Calgary, Alta. T2P 1N3
TELEPHONE:	269-7749
CONTACT PERSON:	Major A. D. (Mac) MacMillan
PROGRAM GOALS:	• To assist in the rehabilitation of men, women and youth who have come in conflict with the law through supportive guidance and counselling. • To assist the accused person coming before the judicial system by providing guidance and counsel wherever needed.
SERVICES TO CRIME VICTIMS:	• Counsellors will mediate efforts at restitution or reconciliation between offender and accused. • Program is primarily geared toward offenders, however, workers will, in the court, assist any individual in need of services or counselling.
HOURS OF OPERATION:	9:00 a.m. - 4:00 p.m. (Mon. - Fri.) 24 hour answering service
AREA SERVED:	Calgary area.
FEES:	None
VOLUNTEER SERVICE:	Yes
CONTACT METHOD:	269-7749

APPENDIX 4

INFORMANT DATA SHEET

CALGARY POLICE SERVICE

Victim Assistance Unit

As you know, the Victim Assistance Unit of the Calgary Police Service is in the process of determining the areas where it can be most effective in helping crime victims. We are interested in the views of people who have knowledge and experience in dealing with crime victims. Could you briefly describe what services you feel are most needed by this group of people? Include not only your area of expertise, but any other you think appropriate. This information will be included as part of a Crime Victim Needs Assessment. Following is a list of services you might consider-

- Social services and/or counselling (e.g., counsellors to talk to, referral to agencies),
- Crisis or emergency services (e.g., property repair to locks /doors, crisis intervention),
- Information services (e.g., informing victims of case progress, charges, arrests, etc.),
- Compensation/ restitution services (e.g., information on availability, assistance in applying, representation for victims, public awareness, advocacy),
- Victim/witness court services (e.g., telephone alert for witnesses, witness orientation, reception center),
- Special services for senior citizens, ethnic groups, etc.

CRIME VICTIM NEEDS SURVEY

Tracking Sheet

Respondent Number _____

Case File No. _____

Respondent Name _____

Respondent Telephone No. _____

Interviewer's name _____

History of Calls

1 - Date _____ Time _____ Remarks _____

2 - Date _____ Time _____ Remarks _____

3 - Date _____ Time _____ Remarks _____

4 - Date _____ Time _____ Remarks _____

5 - Date _____ Time _____ Remarks _____

Length of Interview _____

Reason for non-completion _____

_____